



Starting Out with  
**QuickBooks Online**  
For Businesses

 **intuit**  
**quickbooks®**

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**Purpose**

This document has been specifically created as a training guide only for those progressing through QuickBooks Online Training with Intuit Limited, and is current at the time of publication.

**Version**

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# 1. Introduction to QuickBooks Online

## Which QuickBooks Online is right for me?

Every small business has different needs. We find the industries most suited to cloud software and product like QuickBooks Online include:

**Appointment based businesses** that offer services by appointment, such as a doctor's office, salon or driving school.

**Retail and eCommerce businesses** that sell or resell products, such as food trucks, eBay sellers or coffee shops.

**Professional and field service businesses** that get paid by the project, job or gig, such as contractors, photographers or wedding planners.

## QuickBooks Online Packages Available

There are three versions of QuickBooks Online. A plan can be chosen to suit the requirements of the business.

Each offering provides features relevant to the selected plan. Further details on the features available under each product version can be found at

**<https://quickbooks.intuit.com/global/pricing/>**

The number of business users allowed varies per plan.

Simple Start	1 user
Essentials	3 users
Plus	5 users

You can also invite in your Accounting or Bookkeeping professional. These invites are not included in the Business user allowance. Accountant/Bookkeeper Firms allowed are 2 users across ALL plans.

## Benefits of using QuickBooks Online

When you work online you will both have access to everything the cloud can offer and the benefits that come with it. These include:



### Go mobile

Create a quote, email an invoice, and record an expense – anytime, anywhere. Using just an internet connection and a browser, colleagues on different continents and in different time zones can work together on the same project.



### Real-time collaboration

Collaborate in real time with clients and team members to speed up the rate of work and make smarter and faster decisions. Plus, cloud computing saves time on file sharing.



### Always backed up and secure

Perhaps the most significant aspect of cloud accounting is the assurance that your clients' company data is always secure and always backed up.



### Reduced capital expenditure

System upgrades are a thing of the past! In the cloud, software automatically upgrades so your clients are always up-to-date and using the newest version.



### Improved agility & productivity

Cloud technology will allow your clients to spend more time on their business and less time dealing with administration and data entry.

## Mobile devices and QuickBooks Online

QuickBooks Online is available via browser across several mobile devices including iOS and Android.



We encourage you to download QuickBooks Online from the app stores listed below..



## Our case study for today's training

### Jay Reyes, Jay's Coffee Co.



Jay Reyes is the new owner of Jay's Coffee Co. For the past 5 years he has honed his skills working for others.

He has always dreamed of starting his own business.

After months of planning, Jack has decided that now is the right time to start. Jack has done his research and there aren't many coffee shops in his area. It is a great place to start a business.

Jay has asked around about how he could manage his bookwork and his previous boss suggested he sign up to QuickBooks Online.

Jay is looking for the following in a software package:

- Ease of use
- Timely information for decision making
- Build for use on mobile device
- Extensive reporting

Today Jay will feature in our demonstration and training exercise throughout the course of this class.

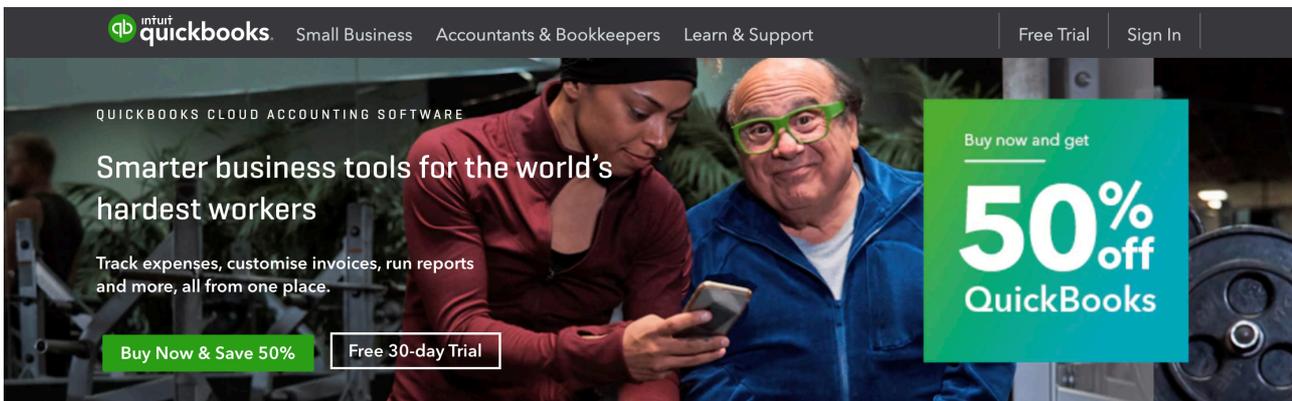
## 2. Navigating QuickBooks Online

QuickBooks Online has been designed to be intuitive, fast and simple to use. The user interface is simple and unified, which results in fewer clicks to find the desired information or functions.

You can sign into your QuickBooks Online file from the <https://quickbooks.intuit.com/global/> website.

### Navigating the QuickBooks Online Home Page

1. Open your preferred browser and type <https://quickbooks.intuit.com/global/>
2. Click on the **Sign In** button located in the top right hand corner and select **QuickBooks Online**



## QuickBooks Online lets you see how your business is doing instantly.

Learn more about our features



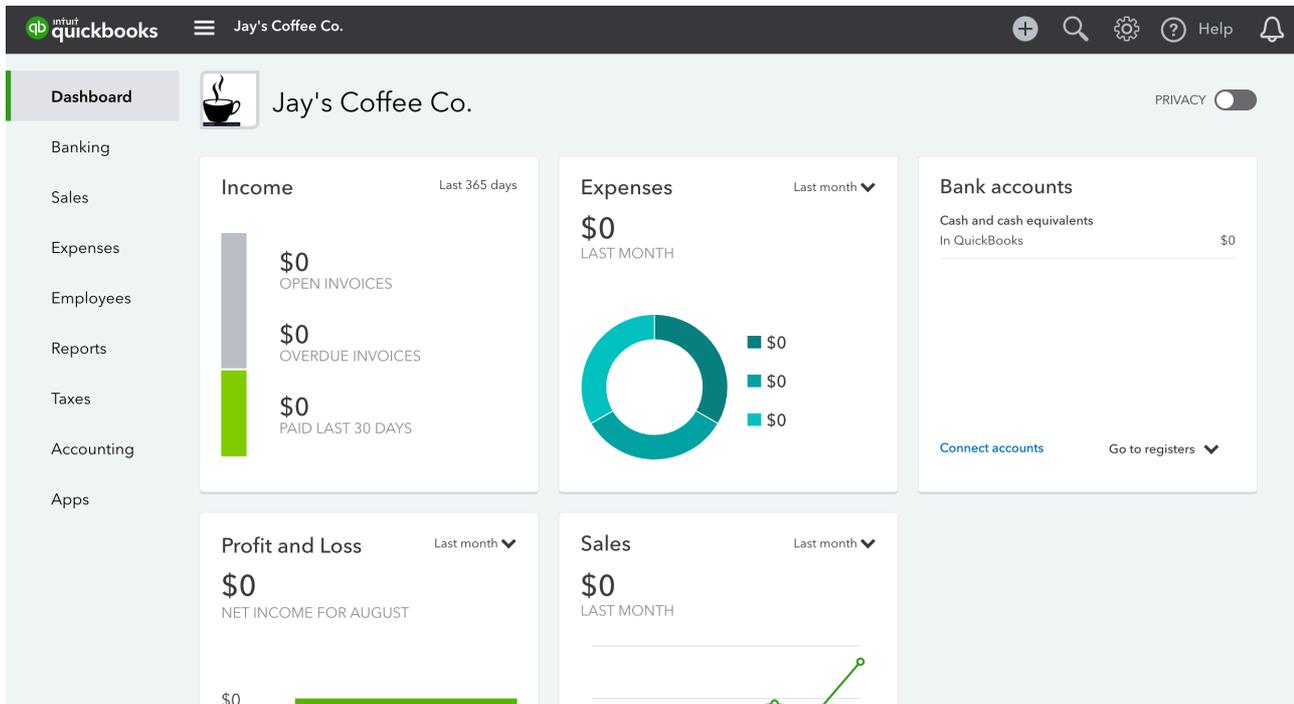
Work from anywhere on multiple devices

3. Enter your QuickBooks Online User ID and password and select **Sign In**.

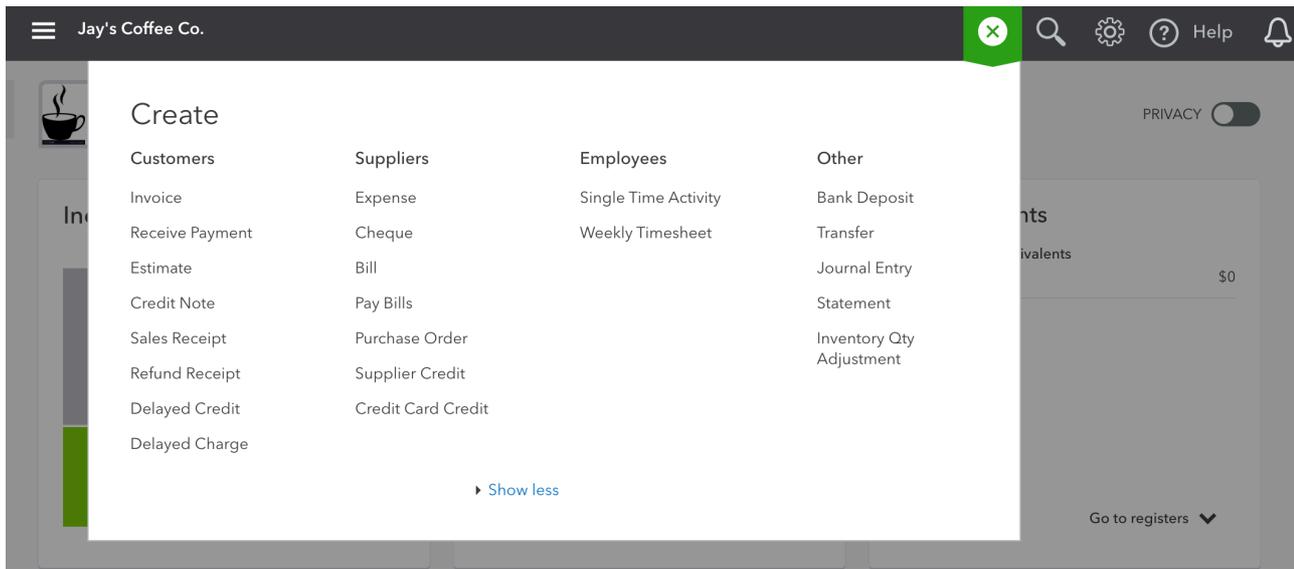
The Home Page displays a summary of key information. A new file setup would display as below with no transactions.

Company settings are in the top right corner of your QuickBooks Online screen, accessed by clicking on the **Gear icon**. We will cover this in Company File Setup.

To access the Help function, click on the question mark icon next to the company menu in the top right corner. This is covered in the final chapter Help and Support.



The **Create button** in the top right corner of the screen gives quick access to create new transactions and other records:



**Search** - Use this feature to quickly look up QuickBooks Online transactions by number, date, or dollar amount. The Advanced Search feature provides additional filter options.

**Recent Transactions** - Use this feature to display a list of recently recorded transactions, each of which can be opened by clicking into the **search box**.

**Show less** - The Create window also has a simplified view accessed via the **show less** option.

	<p><b>The left-hand navigation bar provides access to:</b></p> <ul style="list-style-type: none"> <li>Dashboard displays a summarised view of relevant information in a graphic mode. This view can change depending on your data</li> <li>Banking displays your linked bank feeds and bank rules</li> <li>Sales shows transactions including Invoices, All Sales, Customers and Products and Services</li> <li>Expenses shows all purchase related transactions and supplier details</li> <li>Employees provides access to the employee related processes.</li> <li>Reports provides access to the reports available in QuickBooks Online.</li> <li>Taxes allows you to add tax to your invoices and track taxes you owe.</li> <li>Accounting includes the Chart of Accounts and tools to reconcile your relevant bank accounts.</li> <li>When signed in as an Administrator the Apps menu will access featured applications and add-ons to QuickBooks Online from this page.</li> </ul>
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Clicking the **Hamburger icon** will collapse the left menu, which is handy if you need some more screen real estate.



The rest of the Dashboard can display:

Bank Accounts - Connect and review accounts and balances

Activities - Transactional activity can be reviewed and filtered

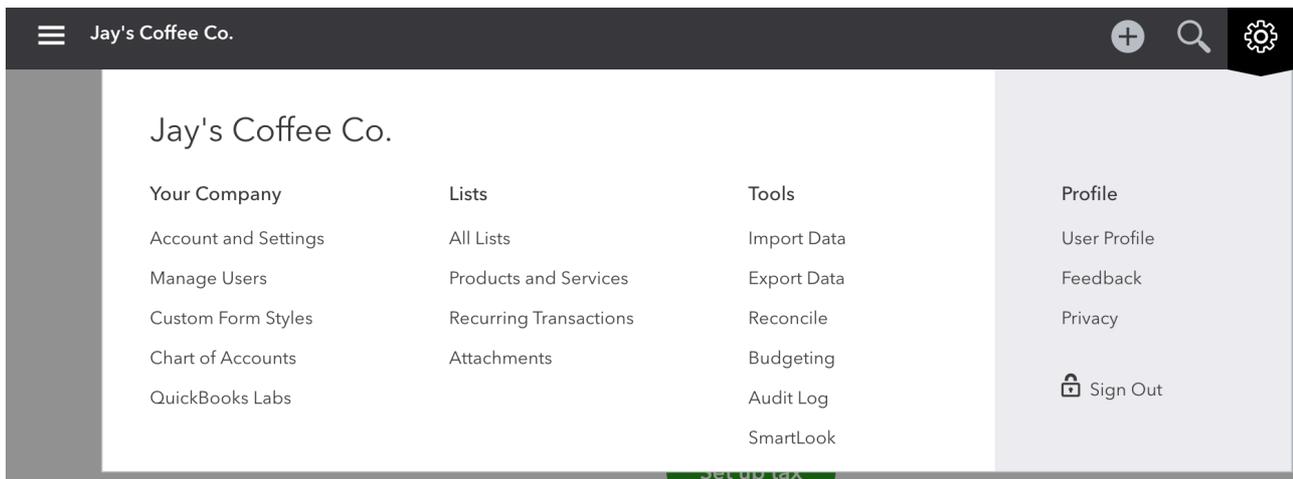
Panels - will give you an overview of key metrics in your business

Privacy - In a public location, the Privacy option can be turned on to hide financial information

## 3. Company File Setup

Many options for customising QuickBooks Online can be accessed by clicking on the **Gear icon** in the top right corner.

You can customise the options regarding how QuickBooks Online operates based on the best fit for your business in **Company Settings**. To access this area, click **Gear icon > Settings > Company Settings**.



You will also find many other tool and customisations options from the Gear icon.

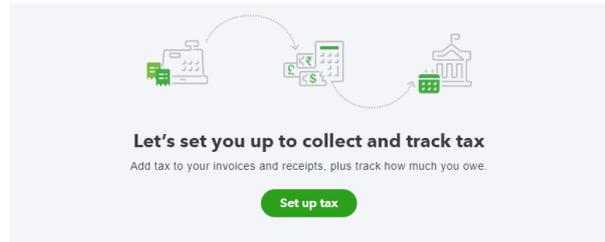
## Sales Tax Setup

QuickBooks Online can automatically track your sales tax for you through the Tax feature. To use the tax feature, you need to first turn it on and then create your tax codes as necessary.

In this section we will cover setup, how to use tax centre and reporting.

Here are the steps to setup your Tax centre:

1. Select the **TAXES** option from the **left hand navigation menu**.
2. Click **Set Up tax**



This will display the **Set up Sales Tax screen**

3. Select the correct Tax Name, tax period, filing frequency, reporting method, sales rate, and purchase rate

Create a name for your custom tax rate, and give us a few details about how you track it.

**Tax name**

Description

Tax agency name

Registration number optional

Start of current tax period

Start of current tax period ▾

Filing frequency

Choose a frequency ▾

Reporting method

Choose a method ▾

This tax is collected on sales

Sales rate

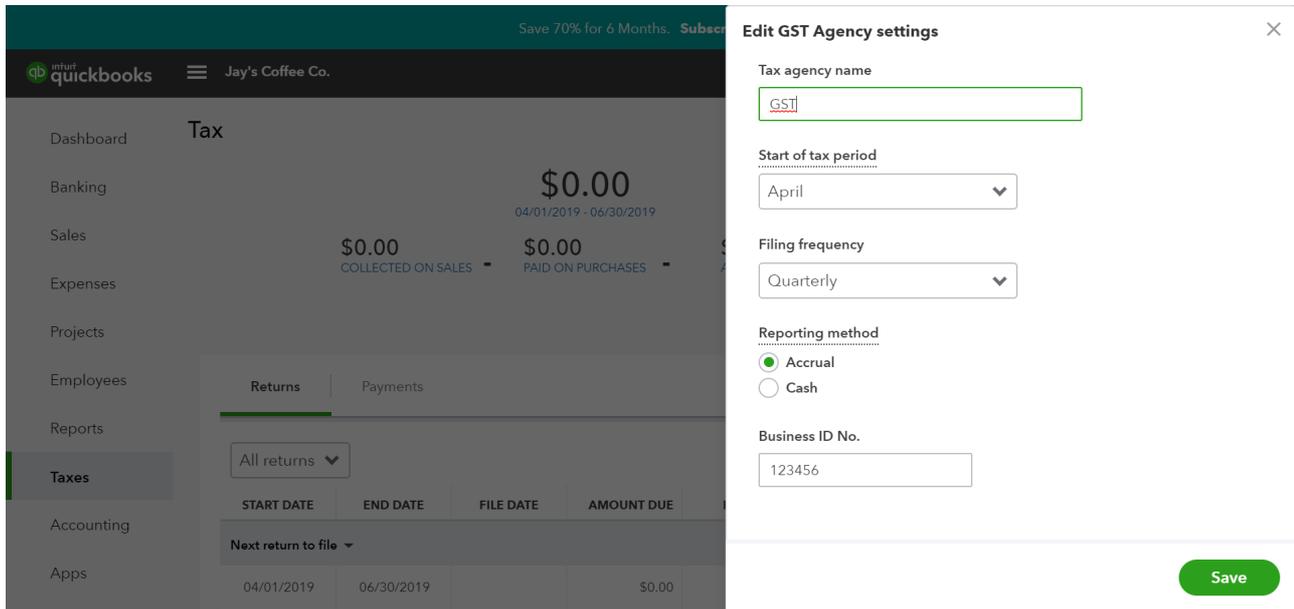
 %

This tax is collected on purchases

4. Click **Next**

## Using the Tax Centre

If you need to make changes to the setup information, there is an **Edit settings** button available in the next screen.



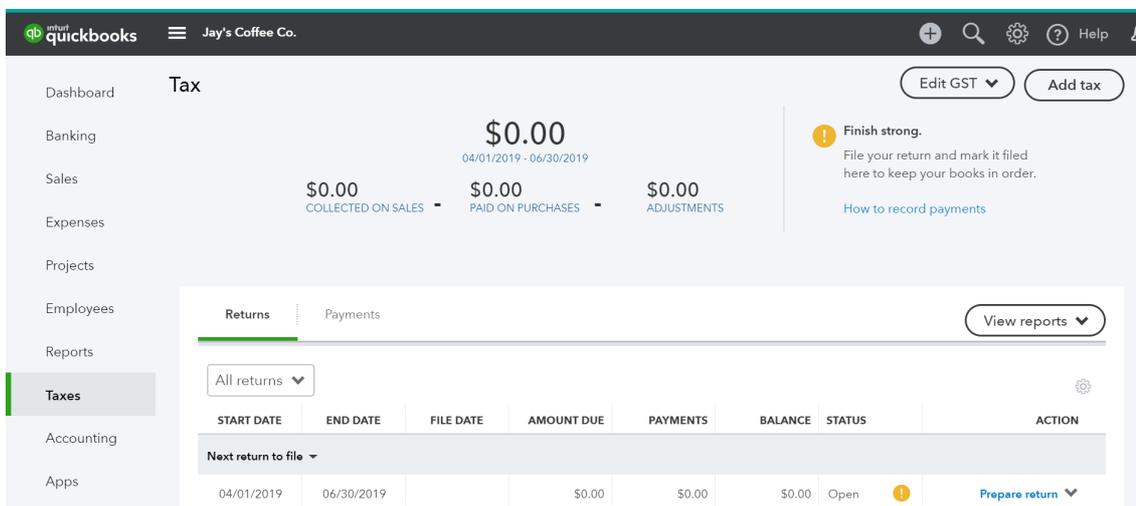
Here you can change the Tax agency name, the start of tax period, and filing frequency.

**Note:** Please note that once a rate has been created, you cannot delete the rate. If you need to change that rate, deactivate the rate and then create a new one.

If you need to change a tax rate, we recommend you create a new tax rate instead of updating an existing one because the existing rate may have been used on prior transactions and changing the rate could affect your sales tax tracking.

Please note that you can't have two rates with the same name. To solve this, rename the deactivated rate something else. Then, make a new tax rate with the correct name.

Once the settings are saved, the Tax screen will display the Tax due, the amount collected and paid for the current period, and the **Prepare Return button**.



## Add Group Rate

**Important: Group tax, once created, cannot be edited or deleted.**

1. In the Tax Centre, select **Add Tax**.
2. Select "**Group Rate**" and then select **Next**.
3. Enter the Tax Code and Description.
4. Select the Tax Rate and where it applies to Net, Tax, or both.
5. Select **Done**.

The screenshot displays the 'Add tax' modal in QuickBooks Online. The background shows the 'Tax' dashboard for 'Jay's Coffee Co.' with a total tax amount of \$0.00. The modal is titled 'Add tax' and includes a 'Group rate' link. Below the title, there is a prompt: 'Give your group rate a name and select which existing tax rates to include.' The form contains the following fields:

- Group name:** A text input field.
- Description:** A text input field.
- Tax rate:** Two dropdown menus, each with 'Choose a rate' as the selected option.
- Applicable on:** Two dropdown menus, each with 'Choose an amo...' as the selected option.

At the bottom right of the modal, there is a green 'Save' button. A blue link 'Add tax rate' is also visible below the second 'Tax rate' dropdown.

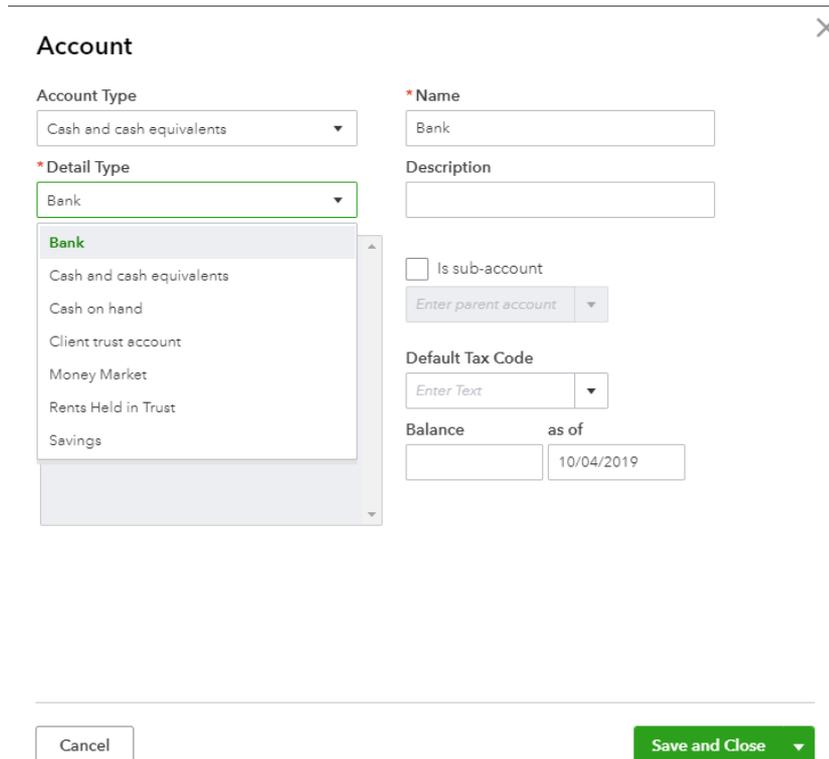
## Accounts

To track the transactions and balances for key reports like the Balance Sheet and Profit and Loss, QuickBooks online uses a list of accounts, or **Chart of Accounts**. The setup process will create a generic Chart of Accounts which can be customised.

### Manually add an Account

Locate the Chart of Accounts, select the **Gear Icon > Your Company > Chart of Accounts**.

Select **New** from the top right hand corner. This opens a new screen where the account can be configured.



**Category Type** - specifies the account type.

**Note:** Cash and cash equivalents is used for setting up Bank Accounts. Credit Cards are set up as Category Type - Credit Card. Typically, Expenses are coded as 'non-capital' and Asset purchases are coded 'capital'. Out of Scope refers to accounts and transactions that are not reportable. e.g. Owner's Drawings.

**Detail Type** - provides more detail on the Category type selected. It is a compulsory field although it does not affect any financial reporting. Select the detail type closest to the account being set up.

**Name** - this is the name of the Account being set up. It is what is seen in the Chart of Accounts List.

**Number** - An optional account number.

**Description** - allows greater detail of the name to be added and is optional.

**Is sub-account** - place a tick in the sub-account selection field to make the account being set up a sub-account of another account.

**Default Tax Code** - select the appropriate GST coding for the account being set up.

To update the Chart of Accounts you would click **Save and Close**.

**Note:** An alternative way to navigate to the Chart of Account is via the Accounting tab from the left hand navigation bar.

## Managing Users

The number of business users allowed varies per QuickBooks Online subscription selected.

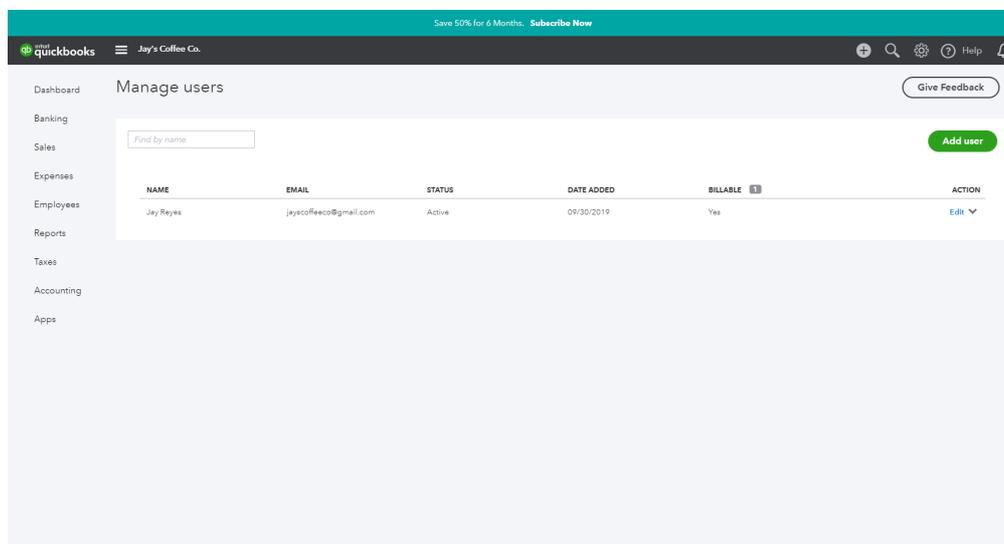
- Simple Start            1 user
- Essentials             3 users
- Plus                     5 users

You can also invite two Accounting or Bookkeeping professionals. These invitations are not included in the Business user allowance and are available for all subscription plans.

To manage users, select the **Gear icon > Your Company > Manage Users**.

Here you can see the list of users names, email, status, date added and whether they are billable. **Manage Users** allows creation, modification or deletion of business users in the QuickBooks Online file.

To add a new user, select **Add User and** from here you can select your user type and choose their access rights



### User roles

When creating or editing a user, assign one of the following types of access rights:

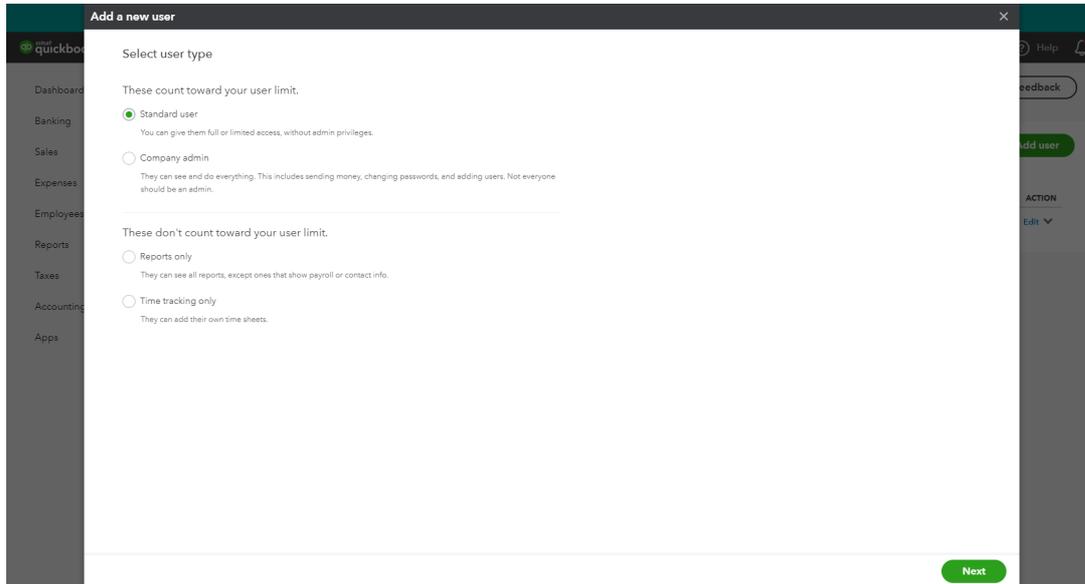
Company Administrator	Company Administrators have access to all features and capabilities in QuickBooks.
Standard User	<p>This is an ordinary user. The person may have access to all QuickBooks features, or you can limit access to:</p> <p>Customers and Sales</p> <p>Suppliers and Purchases</p> <p>You can also choose to give this user some administrative capabilities.</p>
Administrator	You are the Master Administrator. There is only one Master Administrator. Initially, it is the user who created your company. This user has all the access rights of a Company Administrator. You cannot delete or change the access rights for the Master Administrator. However, you can transfer the Master Administrator role to another user and then edit or delete this user.
Time Tracking Only	When Time Tracking Only users log into QuickBooks, they see a special version that has only timesheets for themselves and time reports. This user doesn't count toward your current user limit.
Reports Only	When Reports Only users log into QuickBooks, they see a special version that shows only reports. They can access virtually all reports, except payroll reports and any others that list contact information of employees, customers, or vendors. This user doesn't count toward your current user limit.
Accountant user	<p>You can also identify one user as your accountant. The accountant does not count toward your current user limit.</p> <p>The accountant user can have any of the access rights, but you probably want to give your accountant regular or custom access.</p> <p>You can have only one user identified as your accountant, but you can invite another accountant to access your company. To do this, under Accounting Firms, click Invite Accountant. This user does not count toward your user limit.</p>

A Standard user can have access to all features, or access can be limited by:

- Customers and Sales
- Suppliers and Purchases

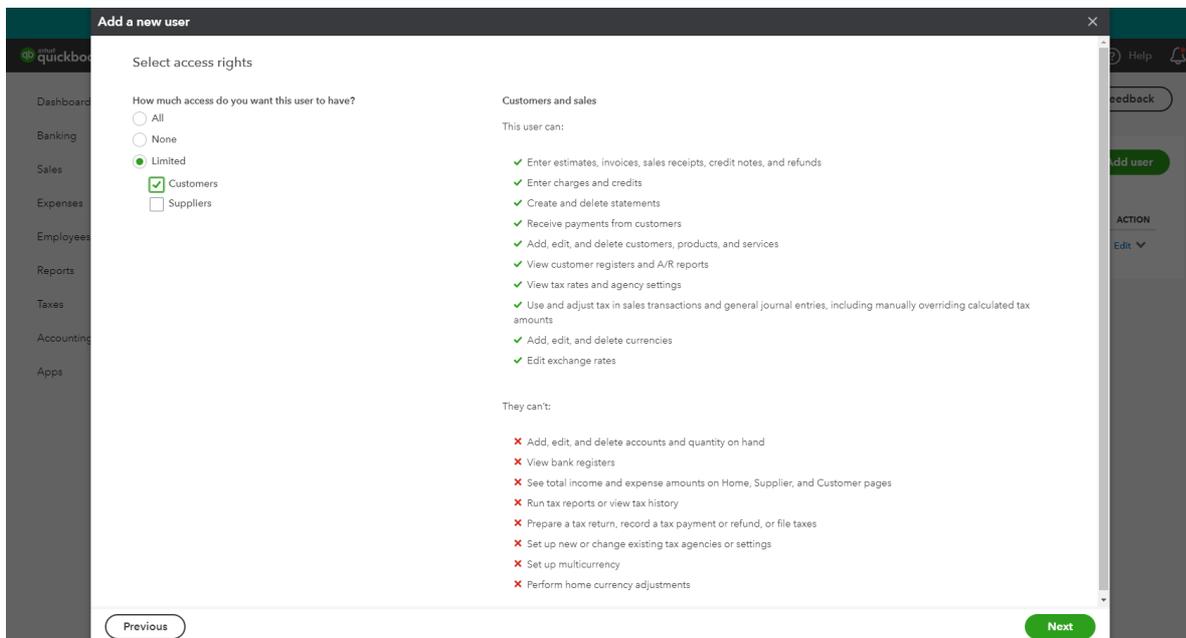
For example, a Standard User with restricted access to Sales Centre is set up as below:

1. In the Manage Users window, select **New**
2. Select **Regular or custom user**

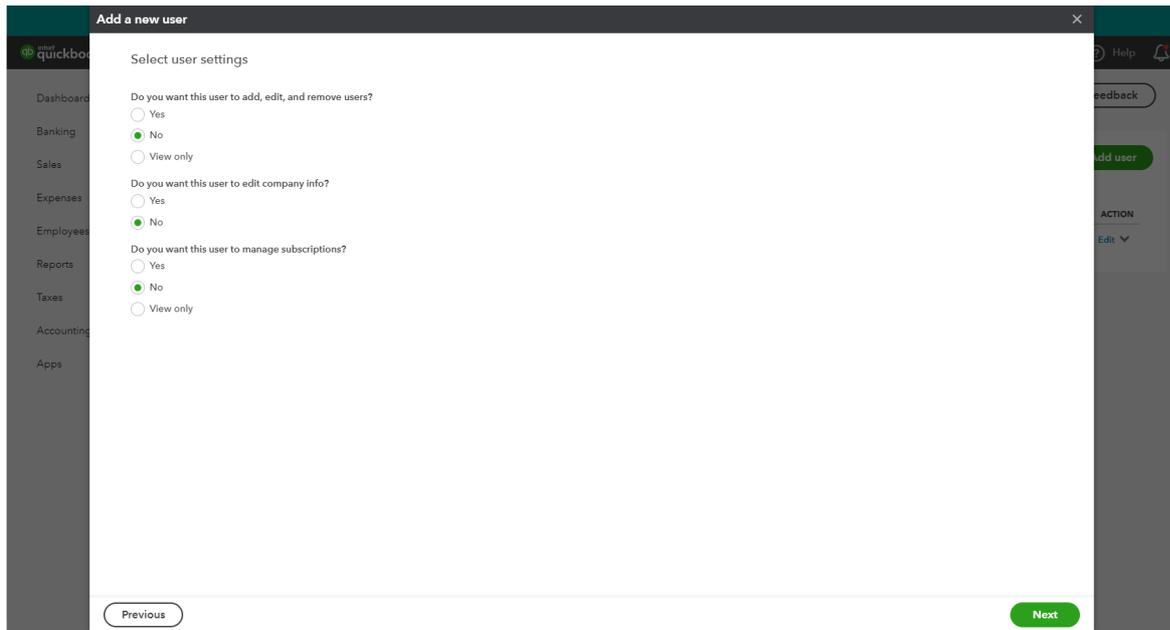


3. Select **Next**.

Set this new user's access rights as **Limited** for **Customer & Sales**



Set the **user settings**



**Note:** The Standard user role is the only user access role where you can set restrictions on to the billing, user management and settings section of the product.

To complete the user invitation setup, enter user's **email address** and select **Next**. An email will be sent out to the new user to enable the activation of their account.

## Multi-Currency

If you do business with foreign suppliers and/or customers, QuickBooks Online can be set up for multiple currencies. Click on **Gear icon > Accounts and Settings > Advanced.**

Click on **Currency** to open the Currency Centre. The default Home Currency is set to US Dollar. Place a tick in the box next to **Multicurrency** and tick **I understand I can't undo Multicurrency.** Save.

Currency

Home Currency USD - United States Dollar

Multicurrency Off

Multicurrency may be right for you if you have financial transactions in more than one currency.  
[Need help deciding about multicurrency?](#)

Once you turn on Multicurrency:

- You cannot turn it off
- You cannot change your home currency
- Extra fields, columns and more are added to QuickBooks

I understand I cannot undo Multicurrency

Cancel Save

Once turned on, the Currency Centre will also be found under the **Gear icon > Lists.**

You can add, edit and revalue currency from the Currency Centre

intuit quickbooks Jay's Coffee Co. + Q ⚙️ ? Help

Dashboard < All lists **Currencies** Add currency

Home currency: USD - United States Dollar

CURRENCY	USD	LAST UPDATED	ACTION
GBP - British Pound Sterling	1.229997	10/04/2019 at 01:00 PM British Summer Time	<a href="#">Edit currency exchange</a>
EUR - Euro	1.098159	10/04/2019 at 01:00 PM British Summer Time	<a href="#">Edit currency exchange</a>

Banking  
Sales  
Expenses  
Projects  
Employees

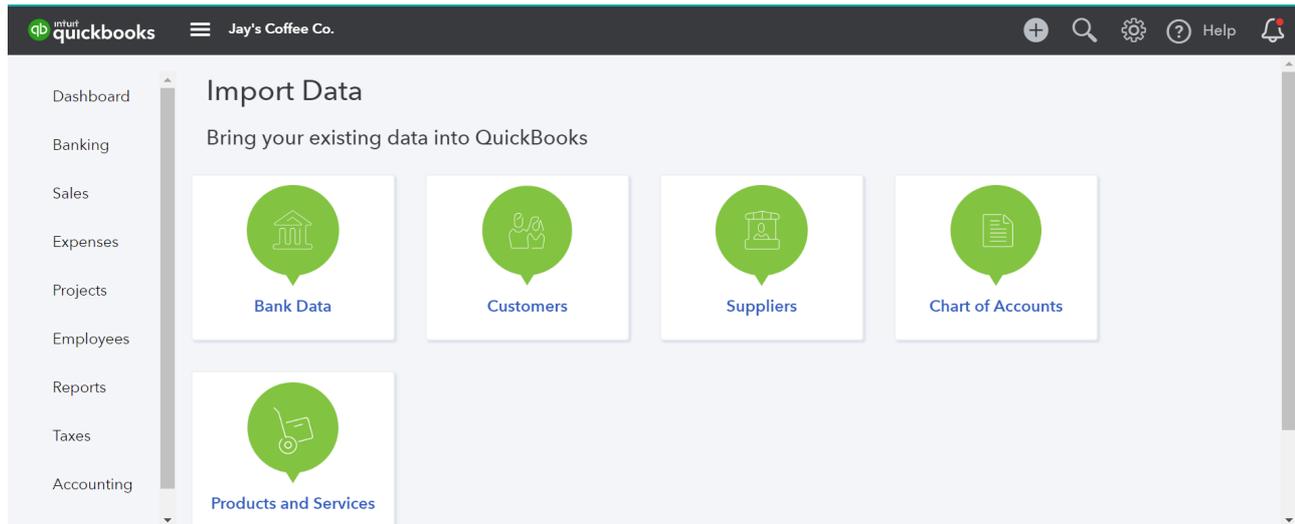
## Importing Data

If you are currently using another accounting software program, go to this link for the latest information on conversion options.

[intuit.com.au/accountants-and-bookkeepers/convert-client-data](https://intuit.com.au/accountants-and-bookkeepers/convert-client-data)

Sometimes the accounting data in your current file cannot be cleaned up in a reasonable timeframe. In these cases, importing your data is a great option to start with a clean accounting file. To import data:

Go to the **Gear icon > Tools > Import data** and select the type of data you would like to import.



**Note: Download a Sample File** to use as a template for correct file mapping. File types for import must be of .xlsx or .csv file type.

## Customers Import

1. Select Customers.
2. Browse for the File to be imported.
3. Once the import file is chosen, Next
4. Review the fields (columns from import file) to ensure they are matched correctly with QuickBooks Online fields for Customers. If necessary, change the mapping of any field, and select **Next**.

Map your fields to QuickBooks fields	
QUICKBOOKS ONLINE FIELD	YOUR FIELD
Name	Narration <input type="checkbox"/> ✓
Company	Narration <input type="checkbox"/> ✓
Email	No Match <input type="checkbox"/>
Phone	No Match <input type="checkbox"/>

5. Review the list and make any corrections if required, directly in the preview screen. Click on **Import** to finalise the file import.

### Suppliers Import

To import Supplier data into your QuickBooks Online company file, follow the same process as above. Remember to select **Suppliers** when specifying the type of data to be imported.

### Chart of Accounts import

To import Chart of Accounts data into your QuickBooks Online company file, follow the same process as above. Remember to select **Chart of Accounts** when specifying the type of data to be imported.

### Products and Services

To import Products and Services data into your QuickBooks Online company file, follow the same process as above. Remember to select **Products and Services** when specifying the type of data to be imported.

**Note:** to complete the import process, the Chart of Accounts list must be imported prior to the Products and Services list.

## Products and Services

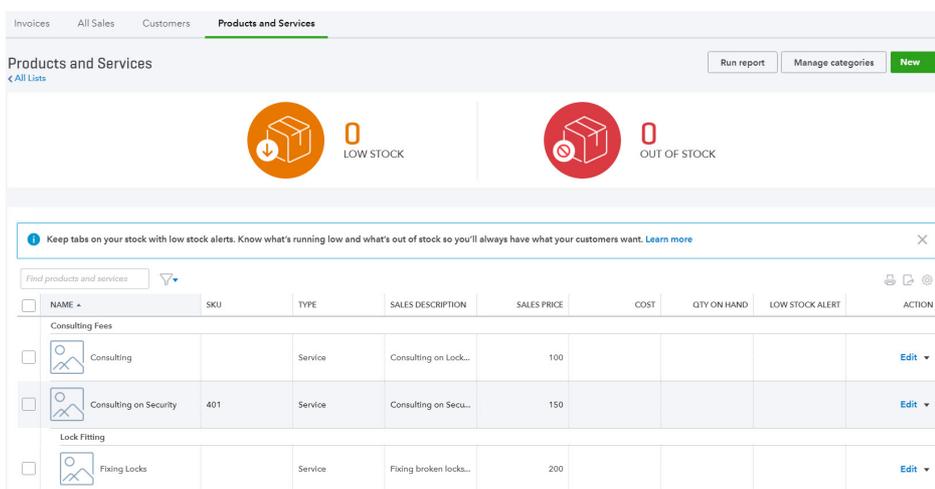
This section takes us through how to set up products and services list in QuickBooks Online. The products and services list represents the list of products and/or services that you sell. You will use items from the products and services list when you create customer invoices, enter purchase orders, and work with inventory.

When completing an invoice, a product or service must be created. This can be done on the fly.

**Note:** Inventory Item will only display as a selection option in QuickBooks Online Version Plus and if Inventory Tracking has been turned on.

When setting up a new file, the default Products and Services created by default are 'Hours' and 'Services'. Additional Products and Services can be manually created.

To locate the Products and Services list, select the **Gear icon > Lists > Products and Services**.



Select **New** from the top right of the screen.

Once the appropriate type has been selected, complete the setup process.

Product/Service information

 Service [Change type](#)

---

Name\*

SKU

Category

Choose a category 

---

Sales information

I sell this product/service to my customers.

Description on sales forms

Sales price/rate

Income account  

Inclusive of tax

Tax

GST 

---

Purchasing information

I purchase this product/service from a supplier.

**Name** - the name of the service, such as consulting services, repair, cleaning, etc. The name must be a unique name.

**SKU** - Stock Keeping Unit number. An individual type of product will have its own individual SKU number.

**Category** - is a means of classifying Products and Service sold to customers. Additionally, categories save you time when completing transaction forms, since you can search for items by category

**Sales Information description** - Enter the description of the service in the "Description on sales forms" field. The description will automatically populate the description field on a Sales form.

**Sales Price/Rate** - Add a price in this field if the price is fixed. The price will automatically populate the 'Rate' column on a Sales form. If a price is not added during the setup process, it can be added directly in the Sales form.

**Note:** Inclusive of Tax - the tick box is selected if the price entered is to include Tax

### Income account

Select an 'Income' account type that is associated with this product or Service. Pay attention to the account being selected to ensure it is an Income account.

**Note:** the income accounts need to be setup PRIOR to Product and Service setup.

**Tax** - select the relevant tax code for income

**Purchasing Information** - tick the select box if the Product or Service being set up is also used for Purchasing. Set up as required.

To exit the screen click **Save and Close**.

## 4. Online Banking

### Linking Bank Accounts & Importing Bank transactions

Linking bank and credit card accounts to QuickBooks Online saves time and reduces errors by downloading transactions directly from your accounts from a secure online connection

Transactions can be imported by either

1. Linking the accounts via automated bank feeds

Once a secure connection has been established with your bank, transactions will automatically transfer or "feed" directly to your QuickBooks Online Company file.

2. Downloading a bank file from your online banking system

Alternatively bank transactions can be imported manually. Download the data from your bank or credit card and then upload the file to your QuickBooks Online account. Import files must be in the format of excel CSV

These two methods can be used independently or together. The bank automatic feed option will bring through up to 90 days of transactions.

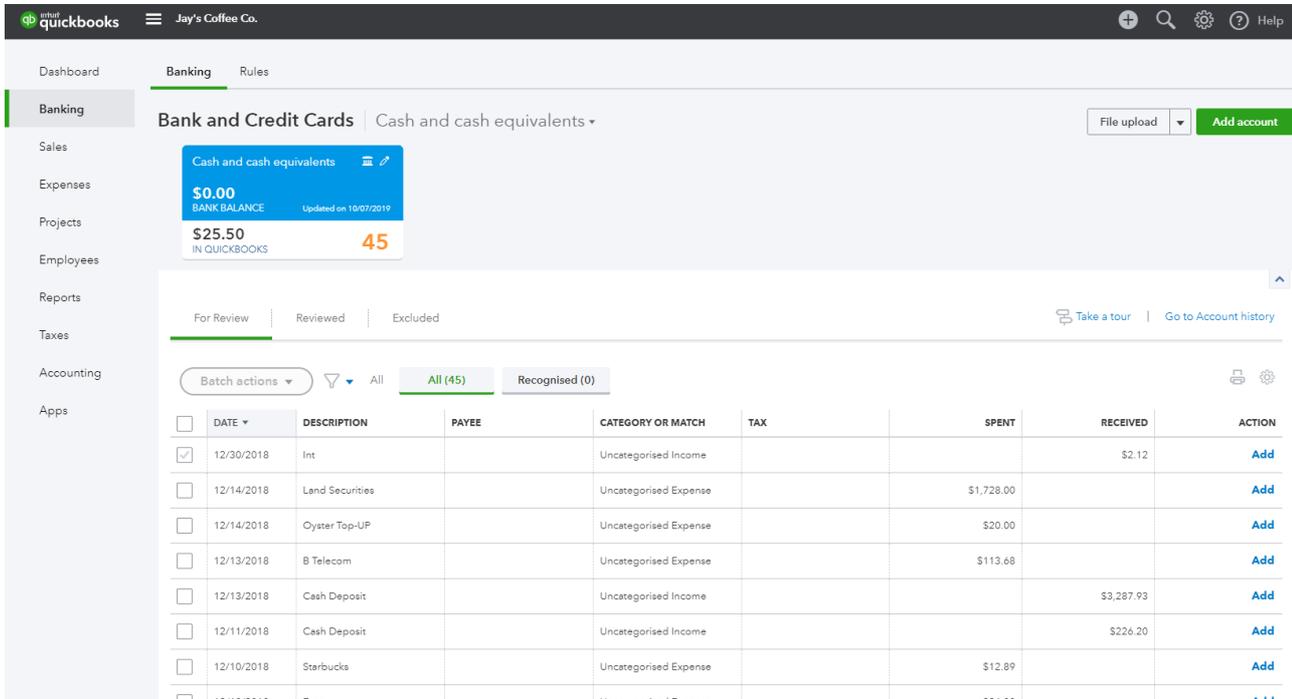
If additional days are required, the balance of dates can be imported in via a bank file e.g. .csv file

Once these transactions have been imported, QuickBooks Online will instruct you to do the following:

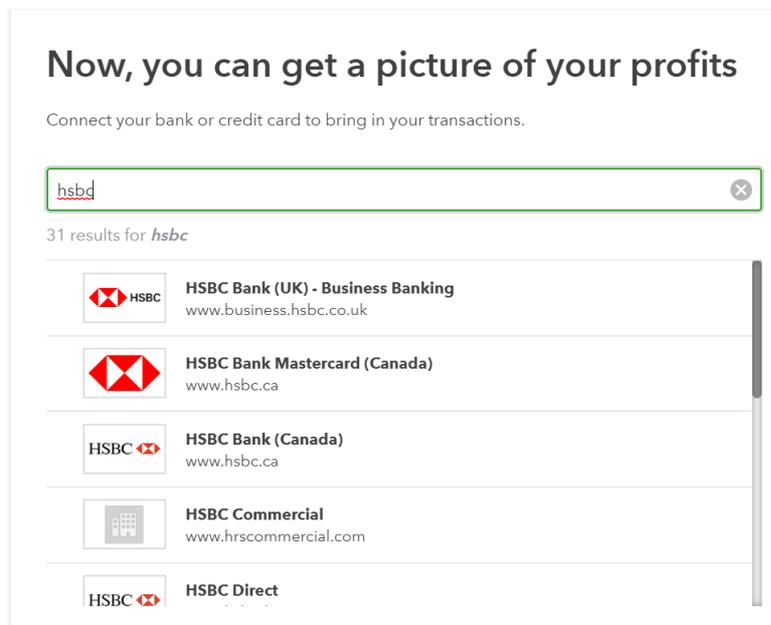
- Automatically match these imported transactions with a transaction you have already recorded
- Record as a new transaction by allocating it to an account and a payee's name
- Recall how you managed a similar transaction previously. It will suggest allocating it to the same account and payee again.

## Linking Bank Accounts or Credit Cards for Automatic Bank Feeds

From the left-hand navigation bar select **Banking**. Ensure you have the **Banking Tab** selected.



Click on **Add account**. Locate your financial institution by selecting the relevant icon or by typing its name and clicking the **magnifying glass**.



Enter your Banking Institution User ID and password to enable QuickBooks Online to connect to your bank account.

**Note:** If your bank or financial institution is not listed or if you prefer not to have your bank account linked, you may also download your transactions from your bank in a csv or other file format and then upload them into QuickBooks Online manually.

### Sign in to account



**HSBC Commercial**  
https://www.hrscommercial.com  
1-800-880-6318

User ID

Password

[SHOW](#)

This field is required

1. Once connected, tick the bank accounts to connect to QuickBooks Online. Then choose the Account type (Bank or Credit Card) from the QuickBooks Account drop down list provided.
2. Click on **Connect** to download the transactions
3. Once your transactions are securely downloaded, click **I'm done, let's go**.

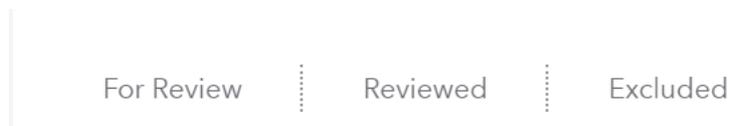
## Importing Bank Transactions

An alternative to linking your bank accounts is to import bank transactions that have downloaded from Internet Banking from the Bank. Once this file has been downloaded:

1. Select **File upload** from the Banking screen.
2. Browse to locate the file to upload. Select **Next**.
3. From the drop-down list of accounts in QuickBooks Online, select the appropriate bank account to which the file's transactions are to be linked, then uploaded and choose **Save**.
4. A message will appear indicating that your bank data has been saved.
5. Click **Finish**.

Once the transactions are imported into the Banking centre, the transactions are ready for review and action.

There are three tabs in the Banking centre



### For Review

New transactions will appear under this tab where they can be reviewed and actioned.

Transaction in this tab do not affect the financials in any way. It is only once they are actioned that they appear on the banking registers and impact the financials.

### Reviewed

Transactions that have been actioned will now appear under this tab and transactions are now found in QuickBooks Online

### Excluded

Transactions that are not required to appear in the banking register can be moved from the **For Review** tab to Excluded. Transactions that have been excluded have no impact on the QuickBooks Online file.

For example - a new file created from July 1 connected to the bank feeds has brought through June transactions. Those transactions up to June 30 can be excluded, leaving only those from July 1 onwards only.

## How to Add Transactions

Once banking feeds are connected or transactions have been imported into QuickBooks Online, you are ready to Match or Add the transactions.

All the downloaded or imported Transactions will appear under **For Review** tab. To add a transaction, click on the transaction to expand it. Allocate the type of Transaction, Supplier or Customer, Account Category, GST and click **Add**

You can also Split a transaction to allocate it against multiple Account categories and or separate tax and amounts.

## How to Match Transactions

QuickBooks Online will offer to match the transaction to the bank detail, the transaction date, amount, customer and or supplier name or the ID of the transaction.

To accept a Matched transaction, click on the Match button at the end of the row under the Action column.

## Processing Transactions - Debits

Debit transactions will default to Expense unless matched to an existing Bill or Bill Payment. The **Expense** selection can be changed to **Cheque** or **Transfer** transaction types. The transfer option is useful when transferring money from one bank account to another, drawings entry, loan account, or payroll clearing.

## Processing Transactions - Credits

Credit transactions will default to Deposit unless matched with an Open Invoice or Invoice payment. The Deposit selection can be changed to Sales Receipt or Transfer transaction types. The Transfer option is useful when transferring money from one bank account to another, drawings entry or loan account

## How to accept multiple transactions in batches

To accept multiple transactions at the same time, select the transactions you wish to action (either select individual transaction by clicking the tick box at the left, or select the tick box at the top to select all transactions), and then under batch actions select Accept Selected.

	DATE	DESCRIPTION	PAYEE	CATEGORY OR MATCH	TAX	SPENT	RECEIVED
				Uncategorised Inco...			\$2.12
<input checked="" type="checkbox"/>	12/14/2018	Land Securities		Uncategorised Expe...		\$1,728.00	
<input checked="" type="checkbox"/>	12/14/2018	Oyster Top-UP		Uncategorised Expe...		\$20.00	
<input checked="" type="checkbox"/>	12/13/2018	B Telecom		Uncategorised Expe...		\$113.68	
<input checked="" type="checkbox"/>	12/13/2018	Cash Deposit		Uncategorised Inco...			\$3,287.93

Other batch actions include:

- Exclude Select - Transactions will be excluded and not imported into QuickBooks online.
- Modify Selected - Allows you to modify multiple transactions all at once.

## Adding Attachments to Transactions

Transactions that have not been Matched to an entry can have an attachment added to it during the bank Add process. Browse to the file to attach.

If using the QuickBooks Online Mobile APP to take a photo of an expense this will be seen under the Attachment area.

**Note:** only one file can be added from the Banking screen. Additional attachments can be added by opening the transaction once saved.

## Setting up Bank Rules

Bank Rules allows greater control of bank transactions as they are added to the QuickBooks Online Company.

Bank Rules can be defined via Money In or Money Out and the bank account the transaction it relates to (if you have more than one bank account).

The transactions can be identified using separate conditions using

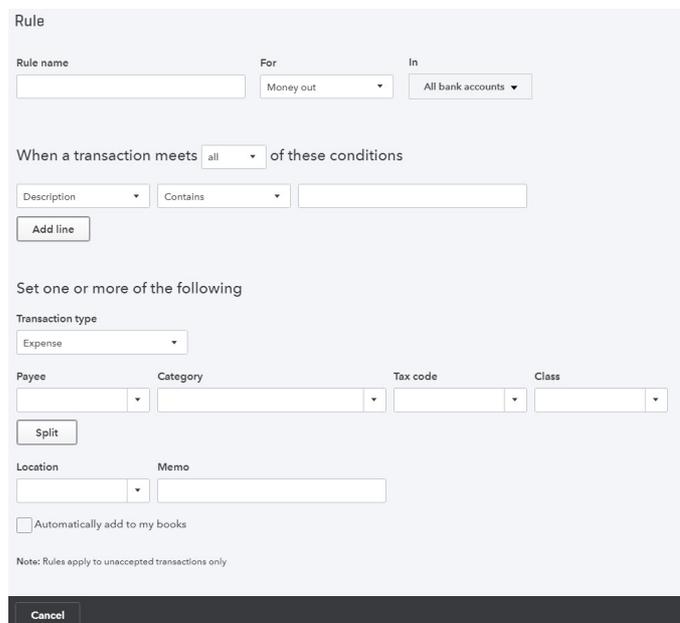
- Bank Text, using the logic of **Contains** or **Doesn't Contain**
- Description using the logic of **Contains, Is Exactly** or **Doesn't contain**.
- Amount using the logic of **Equals, Is greater than, Is less than** or **Doesn't equal**

Up to five separate conditions can be added.

To complete the rule, allocate the Payee, categorise it, apply a tax code, or apply a class and/or Location. In addition, you can add a memo to the transaction.

### Example of Creating a new Bank Rule

1. In the new window click on the box in the top right called **New Rule**



2. Enter a rule name, call it Officeworks
3. Select if this is for Money In or Money Out transactions. Set it as Money Out
4. Select the bank account the rule will relate to
5. Select the appropriate conditions to meet the rule
6. Then select the appropriate actions.
7. Optionally choose a Location and/or Class and/or Memo.
8. If transaction is to be added into the file choose **Automatically add to my books**

*Note: transactions Automatically added will not be found in the review tab*

# 5. Transactions

## Creating and Managing Quotes

Estimates are easy to create and customise in QuickBooks Online. Before creating the first estimate, double check your company file setting is correctly completed. e.g. set up for tax, quantities, custom transactions etc.

### Creating Quotes

Estimates can be easily accessed from the Create or Quick Create menu. To create a Estimate:

1. Go to **Create > Customers > Estimates**.
2. Complete the on-screen estimate, including selecting a customer, add date, estimate number, whether amounts are tax inclusive/exclusive/out of scope, Products and Services of your choosing, the quantity, description and rate for each.

The screenshot shows the 'Estimate no.1001' form in QuickBooks Online. At the top right, the total amount is displayed as **\$897.60**. The form includes fields for Customer (Alex Blakey), Email (qbotraining@gmail.com), Billing address (Alex Blakey), Estimate date (10/09/2019), and Expiration date. A table with columns #, SERVICE DATE, PRODUCT/SERVICE, DESCRIPTION, QTY, RATE, AMOUNT (USD), TAX, and CLASS is present. The table contains one line item: 1, Hours, 1, 880, 880.00, GST. Summary fields on the right show Subtotal (880.00), Discount percent (0.00), GST Agency @ 2% on 880.00 (17.60), Total (897.60), and Estimate Total (897.60). Buttons for 'Add lines', 'Clear all lines', 'Add subtotal', 'Cancel', 'Clear', 'Print or Preview', 'Make recurring', 'Customise', 'Save', and 'Save and send' are visible at the bottom.

3. Add more lines, if needed. Complete any other desired fields, such as the Discount or add a message to be displayed on the estimate.
4. If necessary, attach a document or any file by clicking on Attachments in the bottom left corner of the form. This can be used to store related documents for future references. Files sizes can go up to 25MB each transaction.
5. Select **Save and Send** to email your customer the estimate. Click **Save** to save the estimate and return to the homepage.

## Managing Quotes

Once the customer agrees to your estimate, it can be changed to an Invoice.

1. Estimates can be found using the Search and Recent Transactions functions, but the easiest way is by selecting Customers from the left-hand navigation bar.
2. In the Customer Centre, click on the Estimates box in the Money bar. Locate the customer you wish to update the quote for. Select 'Create Invoice' to convert the estimate to an invoice.

The screenshot shows the 'Customers' page in QuickBooks Online. At the top right is a 'New customer' button. Below it are four summary cards: 'Unbilled Last 365 Days' (\$0, 0 ESTIMATE), 'Unpaid Last 365 Days' (\$0, 0 UNBILLED ACTIVITY), 'Overdue' (\$0, 0 OVERDUE), and 'Paid' (\$26, 1 PAID LAST 30 DAYS). Below these is a search bar and a table of customers.

CUSTOMER / PROJECT / COMPANY	PHONE	CURRENCY	OPEN BALANCE	ACTION
<input type="checkbox"/> Alex Blakey		USD	\$0.00	<a href="#">Create invoice</a>
<input type="checkbox"/> Test		USD	\$0.00	<a href="#">Create invoice</a>

Navigation: < First Previous 1-2 Next Last >

**Note:** Estimates can be updated for 'Status' i.e. Accepted, and then converted to an Invoice.

## Creating and Managing Invoices

Invoices can be easily entered from the Create menu.

1. In the **Create > Customers > Invoice**.
2. Complete the on-screen invoice, including selecting a customer, add date, invoice number, whether amounts are tax inclusive/exclusive/out of scope of GST, Products and Services of your choosing, the quantity, description and rate of each, and the GST code.

**Invoice no. 1001**

Customer: Alex Blakley  
 Customer email: qbotraining@gmail.com  
 Send later:  [Co/Bcc](#)

Billing address: Alex Blakley, 200 Wallgrove Road, Cranbourne NSW 2175  
 Terms: Net 30  
 Invoice date: 10/04/2019  
 Due date: 11/03/2019  
 Invoice no.: 1001

BALANCE DUE: **\$25.50**

#	SERVICE DATE	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX
1		Americano Coffee		5	5	25.00	GST
2							

Subtotal: \$25.00  
 GST Agency @ 2% on 25.00: 0.50  
**Total: \$25.50**  
 Balance due: \$25.50

Attachments Maximum size: 25MB

Buttons: Cancel, Clear, Print or Preview, Make recurring, Customise, Save, Save and send

3. Add more lines, if needed. Complete any other desired fields, such as the Discount or add a message to be displayed on the invoice.
4. If necessary, attach a document or any file by clicking on Attachments in the bottom left corner of the form. This can be used to store related documents for future references. Files sizes can go up to 25MB each transaction
5. Select Save and Send to email your customer their invoice, click Save and Close to simply save the invoice and return to the homepage or select Save and New to save the invoice and create a new one.

## Receiving Payment of Invoices

To receive a payment on an existing invoice, use **Create > Customers > Receive Payments**. Choose a customer and select Invoices to be Paid, Bank Account to be deposited and the date of payment.

**Receive Payment**
?
✕

Customer: Alex Blakey | Email: qbotraining@gmail.com |   Send later Co/Bcc

Payment date: 10/04/2019

Payment method: Choose payment method | Reference no.: | Deposit to: Cash and cash equiva

AMOUNT RECEIVED  
**\$25.50**

---

Amount received: 25.50

**Outstanding Transactions**

All ⚙️

	DESCRIPTION	DUE DATE	ORIGINAL AMOUNT	OPEN BALANCE	PAYMENT
✓	Invoice # 1001 (10/04/2019)	11/03/2019	25.50	25.50	25.50

< First Previous 1-1 of 1 Next Last >

Amount to Apply: \$25.50  
Amount to Credit: \$0.00

Memo:

Attachments Maximum size: 25MB

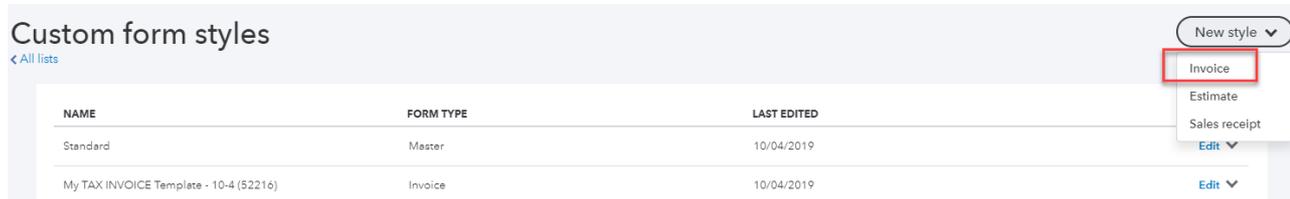
Cancel
Clear
Print
Save and new

## Customising Invoices

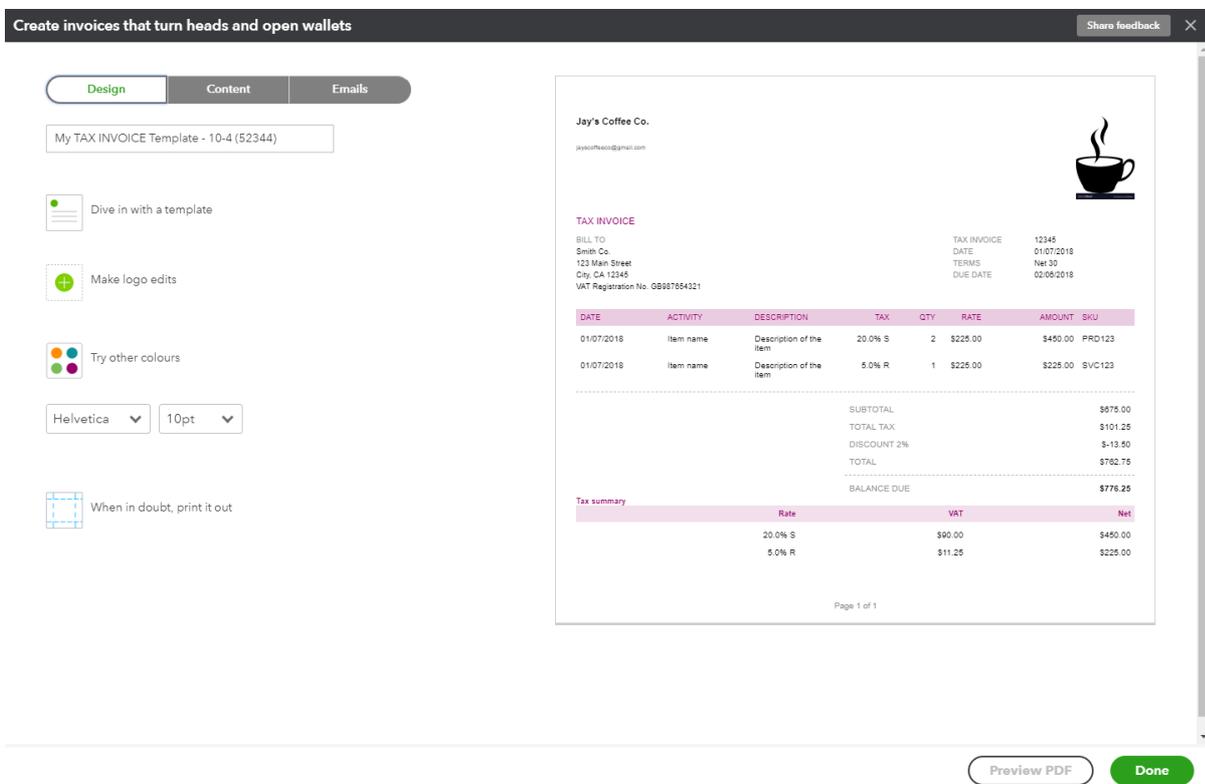
Customise the look of an invoice template by including a logo, editing the font and more.

This can be done by going to the **Gear Icon > Your Company > Custom Form Styles**.

Click on **New Style** and select **Invoice**

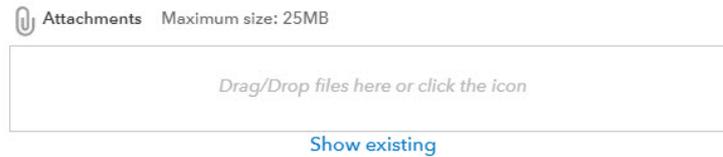


Choose a template and accent colour, upload your logo, and specify columns, header, footer and more. This same customisation window can be accessed at the bottom of an invoice by selecting Customise at the bottom of the invoice form.



## Attachments

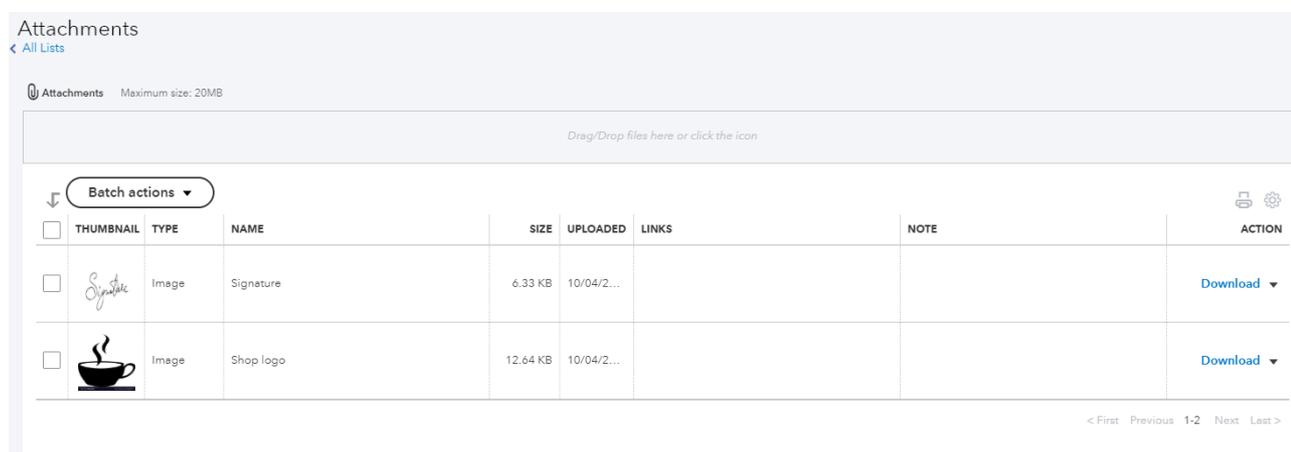
All transactions can have attachments added to them. The attachments can be added by browsing to a file from your local computer or the file can be dragged into the attachment field from within any transaction.



Attachments can also be found and actioned from the Attachments Page.

If you need to upload a batch of attachments and link them to other transactions later, for example the terms and conditions document, then follow these steps:

### **Gear Icon > Lists > Attachments.**



- Drag/Drop files in the Attachments field, or click on the Attachments paper pin icon, find the location of the document to upload and then click **Save** to upload
- Maximum size 25MB - is the total of the size of all attachments added to a transaction.
- Review the attachment under the Name column

The Attachments window also has the following features:

Batch Actions - Export and process transactions (Invoice and Expense) directly from this window

1. Export the image or document, tick the box required and click Export from the Batch action drop down
2. Create Invoice or Create Expense, tick the document you want added to the transaction and choose either Create Invoice or Create Expense
3. Print the list of attachments in your file from the printer icon
4. From the grey settings icon next to the print icon, choose which columns are shown in this window
5. Edit, Delete, Create Invoice and Create Expense from the dropdown box under Action

## Expense Transactions

1. To enter an expense transaction, select **Create > Supplier > Expense**.
2. In the Expense window, select the account the expense was paid from such as petty cash, a bank account or credit card account.

**Expense** Take a tour Settings Help Close

Payee: Amazon | Payment account: Visa Credit Card | **AMOUNT: \$2.04**

Payment date: 10/04/2019 | Payment method: What did you pay with? | Ref no.:

Amounts are: Exclusive of Tax

#	CATEGORY	DESCRIPTION	AMOUNT	TAX
1	Bank charges	What did you pay for?	2.00	GST
2				

Buttons: Add lines, Clear all lines

**Item details**

Memo:

Subtotal	\$2.00
GST Agency @ 2% on 2.00	0.04
<b>Total</b>	<b>\$2.04</b>

Attachments Maximum size: 25MB

Buttons: Cancel, Clear, Print, Make recurring, Save, **Save and close**

3. Complete the detail of the expense transaction including the payee, the reference number, the date, whether the amounts are tax inclusive/exclusive/out of the scope of GST, etc.
4. Define the expense by allocating it to the relevant account (if using general ledger accounts) and/or item details (products and services are already linked to general ledger accounts).
5. Any additional fields such as a Memo can be completed, and you can also choose to add an Attachment (source document) for this expense. Click **Save and Close**.

## Bills

Bills, available in QuickBooks Online Essentials and Plus, can be accessed from the **Create > Suppliers > Bill**.

**Bill**
ⓘ ✕

Supplier:

Mailing address:

Terms:  Bill date:  Due date:

Bill no.:

BALANCE DUE

**\$102.00**

Amounts are:

▼ Category details

#	CATEGORY	DESCRIPTION	AMOUNT	TAX	
1	Office expenses	paper, pens, coffee	100.00	GST	
2					

► Item details

Memo:

Subtotal: **\$100.00**

GST Agency @ 2% on 100.00:

**Total: \$102.00**

Make recurring

## Paying Bills

When paying bills, select **Expenses > Suppliers** from the left-hand navigation bar or the Create window.

In the Supplier Centre, click on the Open Bills box in the Money bar. Locate the supplier you wish to pay a bill for. Select **Make Payment** to apply the payment against the invoice.

Expenses
**Suppliers**

**Suppliers** [Clear Filter / View All](#)

Unpaid Last: 365 Days Paid

**\$0**

0 OVERDUE

**\$102**

1 OPEN BILL

**\$2**

1 PAID LAST 30 DAYS

Batch actions

<input type="checkbox"/>	SUPPLIER ▲ / COMPANY	PHONE	EMAIL	PENDING BILLS	OPEN BALANCE	ACTION
<input type="checkbox"/>	Officeworks			1 Open bill	\$102.00	<a href="#">Make payment</a>

< First Previous 1-1 Next Last >

Privacy

## Recurring transactions

Recurring transactions are a way to quickly create different transactions with the same information that will happen on a regular occurrence. These transactions can be setup to record automatically or they can be set up for manual entry via the template created under the recurring transactions feature.

QuickBooks Online will save the transaction as a template and will allow you to manually change the date and amount at the anniversary of the occurrence of the next due transaction if unscheduled. If scheduled, QuickBooks Online will automatically post the transaction. Invoices can be set to automatically email you while you sleep.

The recurring transactions feature is available in Plus and Essentials versions, but not in Simple Start.

To view the recurring transaction list, navigate to **Gear icon > Lists > Recurring Transactions**.

Recurring Transactions Reminder List

All Lists

Template Type: All Transaction Type: All Location: All

Filter by Name

TEMPLATE NAME	TYPE	TXN TYPE	INTERVAL	PREVIOUS DATE	NEXT DATE	CUSTOMER/SUPPLIER	AMOUNT	ACTION
Telstra	Reminder	Bill	Every Month		02/09/2016	Telstra	495.00	<a href="#">Edit</a>
Monthly telephone support	Scheduled	Invoice	Every Month	01/05/2016		Andre Prefontaine	15.00	<a href="#">Edit</a>
Marc Underwood	Unscheduled	Quote				Marc Underwood	165.00	<a href="#">Use</a>
Insurance	Scheduled	Expense	Every Month	01/03/2017	01/04/2017		54.50	<a href="#">Edit</a>
Carol Walker Monthly Maintenance	Scheduled	Invoice	Every Month	15/02/2017	15/03/2017	Carol Walker	396.00	<a href="#">Edit</a>
Amazon	Unscheduled	Purchase Order				Amazon	1,320.00	<a href="#">Use</a>
Alexander Rudd	Scheduled	Invoice	Every 2 Months	15/02/2017	15/04/2017	Alexander Rudd	742.50	<a href="#">Edit</a>
Account Keeping Fee	Scheduled	Expense	Every Month	01/03/2017	01/04/2017	Westpac	0.00	<a href="#">Edit</a>

Previous 1-8 Next

## Class and Location Tracking

QuickBooks Online Plus users can take advantage of Class Tracking, Location Tracking, or both. Class and Location tracking configuration is ideal for management reporting purposes by enabling tracking for separate parts of your business.

This feature is enabled in ALL account types and all transactions except transfer.

Class Tracking	Location Tracking
You can assign a class to a transaction or specify a setting that allows you to assign a different class for each detail line of a transaction.	You can only assign a location to an entire transaction.
You can set QuickBooks Online to prompt you for missing classes on transactions.	There is no missing location prompt.
You cannot group deposits by class.	You can group deposits by location, which is convenient in case different locations of the same company deposit their monies at different bank locations.

## Turning on Class Tracking and/or Location Tracking

To turn on Class and Location Tracking, click **Gear icon > Account and Settings > Advanced**.

Then select Categories and check the boxes next to Location Tracking and/or Class Tracking.

Class Tracking can be configured to

- warn when a class has not been assigned to a transaction (optional)
- display the Class as one to each row in transaction or
- one class for the entire transaction.

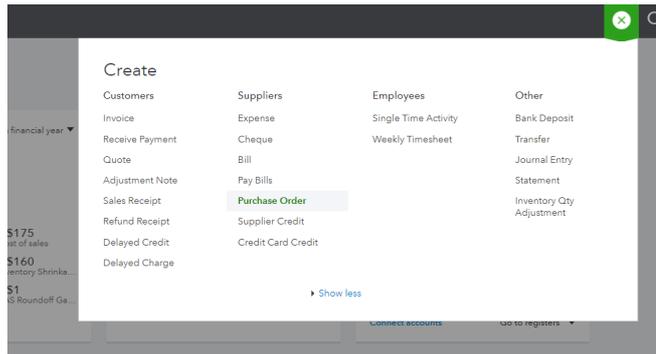
## Partial Purchase Orders

Sometimes the reality of Purchases isn't that simple. We know that often QuickBooks Online users have to find ways to record more complex transactions - often resulting in multiple transactions being recorded, taking you more time in entry and troubleshooting. Here are some new and upcoming options that will make handling complex sales and purchases easier.

To use purchase orders, you must be using the Plus version of QuickBooks Online and you will need to turn this feature on in your Company Settings

### Create a Partial Purchase Order

Create a new purchase order to your supplier



A screenshot of the QuickBooks Online 'Purchase Order' form. The form is titled 'Purchase Order' and shows the following details:

- Supplier:** Coffee Beans
- Email:** (Separate emails with a comma)
- Amount:** \$132.60
- Mailing address:** Coffee Beans
- Ship to:** Select customer for address
- Purchase Order date:** 10/04/2019
- Location:** (Dropdown menu)
- Shipping address:** Jay's Coffee Co. GL
- Ship via:** (Dropdown menu)

**Item details table:**

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX	CLASS
1	Americano Coffee	Americano Coffee Beans	10	4	40.00	GST	
2	Milk	Organic Milk	30	3	90.00	GST	
3							

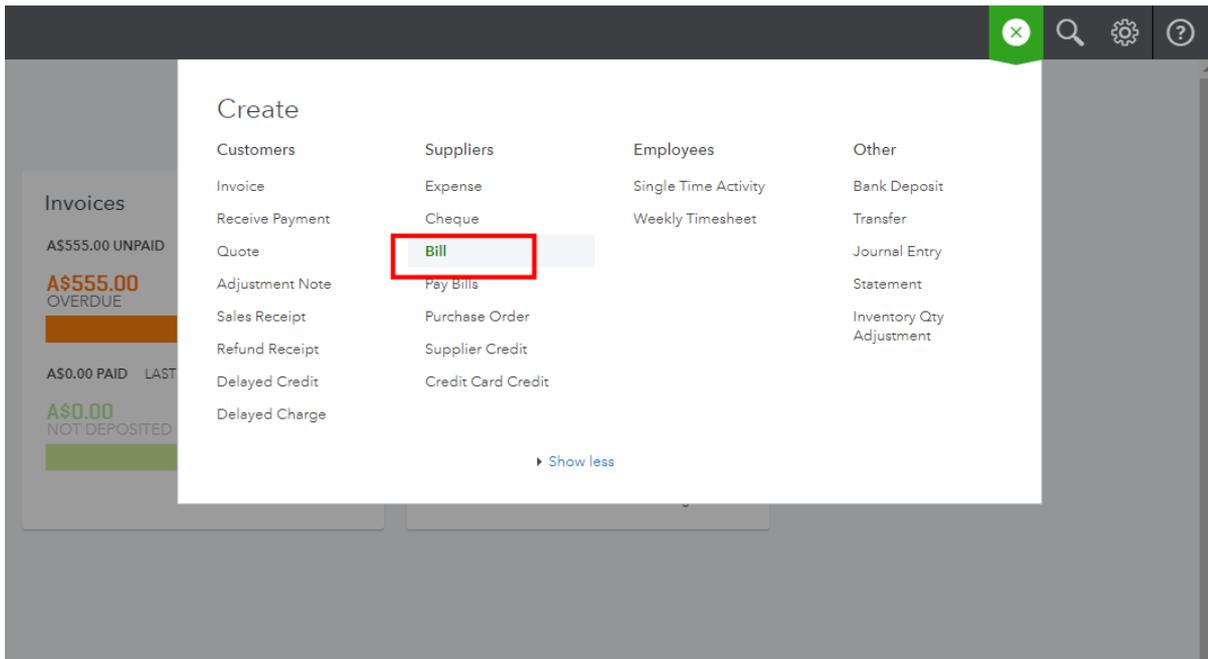
**Summary:**

- Subtotal: \$130.00
- GST Agency @ 2% on 130.00: 2.60
- Total: \$132.60

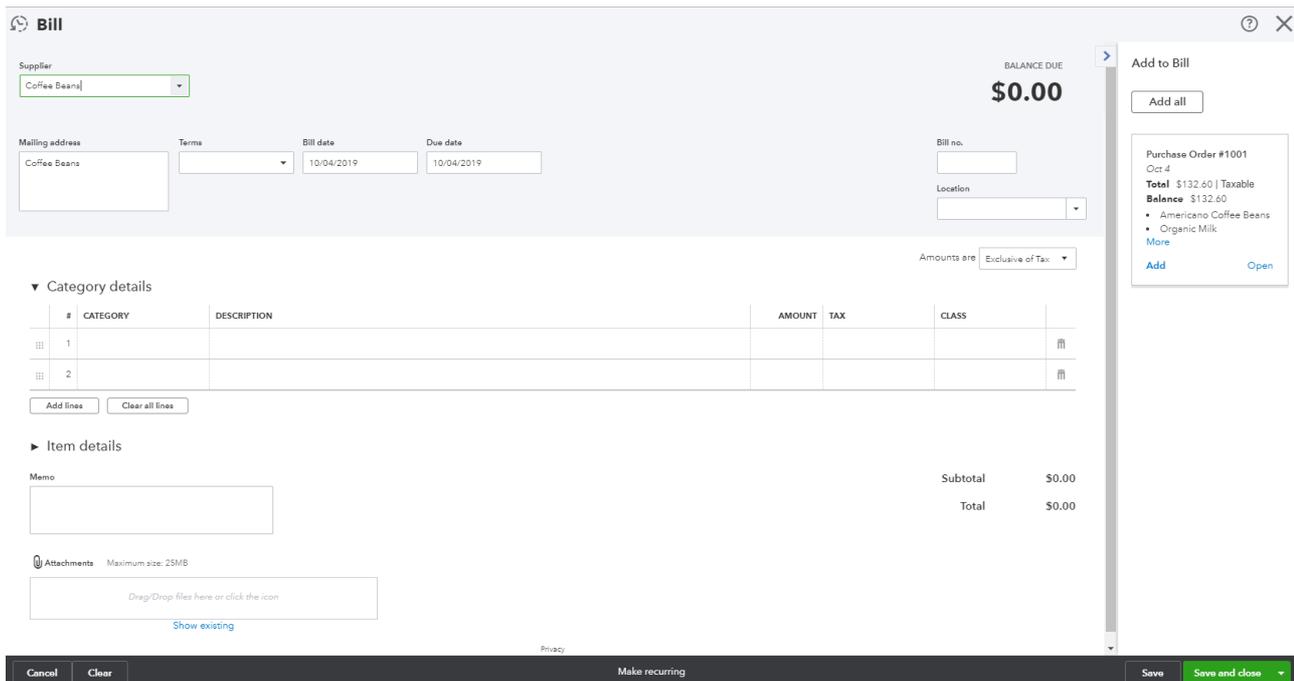
Buttons: Cancel, Clear, Print, Make recurring, Save, Save and close

You will notice a new box under the Supplier Name which will currently say "open"

When the stock arrives and you have the Supplier Bill you can receive the stock in by creating a "Bill" and your purchase order across from the drawer.



Add the purchase order to your Bill



If you have not received all items you can enter the amounts you have received and the undelivered items will remain on an open purchase order

**Bill**

Supplier: Coffee Beans

**BALANCE DUE**  
**\$132.60**

Mailing address: Coffee Beans

Terms: [dropdown] Bill date: 10/04/2019 Due date: 10/04/2019

Bill no.: [input] Location: [dropdown]

Amounts are: Exclusive of Tax

▼ Category details

#	CATEGORY	DESCRIPTION	AMOUNT	TAX	CLASS
1					
2					

▼ Item details

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX	CLASS
1	Americano Coffee	Americano Coffee Beans	10	4	40.00	GST	
2	Milk	Organic Milk	30	3	90.00	GST	
3							

Subtotal: \$130.00  
GST Agency @ 2% on 130.00: 2.60  
Total: \$132.60

Buttons: Cancel, Clear, Make recurring, Save, Save and close

The Purchase order will remain open until the balance of items have been received or the purchase order is manually closed.

You can update the purchase order status to closed which will finalise the entire purchase order.

**Purchase Order no.1001**

Supplier: Coffee Beans

Email: [input] **AMOUNT**  
**\$132.60**

Buttons: Copy to Bill, Open

Mailing address: Coffee Beans

Ship to: [dropdown] Purchase Order date: 10/04/2019

Shipping address: Jay's Coffee Co. GL

Ship via: [input]

Location: [dropdown]

Amounts are: Exclusive of Tax

► Category details

▼ Item details

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT	TAX	CLASS	RECEIVED	CLOSED
1	Americano Coffee	Americano Coffee Beans	10	4	40.00	GST		0	
2	Milk	Organic Milk	30	3	90.00	GST		0	
3									

Your message to supplier: [input]

Subtotal: \$130.00  
GST Agency @ 2% on 130.00: 2.60  
Total: \$132.60

Buttons: Cancel, Print, Make recurring, More, Save, Save and close

Or you can close off individual items on the purchase order.

You can also run reports to get an overview of what you have on backorder/order with your suppliers

Run the Open Purchase Order List Report for a summary of purchase orders and the value outstanding:

Sort ▾ Add notes ✉ 🖨️ 📄 ⚙️

**Jay's Coffee Co.**  
**OPEN PURCHASE ORDER LIST BY SUPPLIER**  
All Dates

DATE	NO.	MEMO/DESCRIPTION	SHIP VIA	AMOUNT	OPEN BALANCE
▼ Coffee Beans					
10/04/2019	1002			142.80	142.80
<b>Total for Coffee Beans</b>				<b>\$142.80</b>	<b>\$142.80</b>
<b>TOTAL</b>				<b>\$142.80</b>	<b>\$142.80</b>

Friday, October 4, 2019 03:11 PM GMT+01:00

Run the Open Purchase Order Detailed Report for a list of items you have on backorder and/or order.

Sort ▾ Add notes ✉ 🖨️ 📄 ⚙️

**Jay's Coffee Co.**  
**OPEN PURCHASE ORDERS DETAIL**  
1-4 October, 2019

DATE	NO.	SUPPLIER	PRODUCT/SERVICE	ACCOUNT	QTY	RECEIVED QTY	BACKORDERED QTY	TOTAL AMT	RECEIVED AMT	OPEN BALANCE
▼ Americano Coffee										
10/04/2019	1002	Coffee Beans	Americano Coffee	Cost of sales	10.00	0.00	10.00	40.80	0.00	40.80
<b>Total for Americano Coffee</b>					<b>10.00</b>	<b>0.00</b>	<b>10.00</b>	<b>\$40.80</b>	<b>\$0.00</b>	<b>\$40.80</b>
▼ Coffee Beans										
10/04/2019	1002	Coffee Beans	Coffee Beans	Cost of sales	1.00	0.00	1.00	10.20	0.00	10.20
<b>Total for Coffee Beans</b>					<b>1.00</b>	<b>0.00</b>	<b>1.00</b>	<b>\$10.20</b>	<b>\$0.00</b>	<b>\$10.20</b>
▼ Milk										
10/04/2019	1002	Coffee Beans	Milk	Cost of sales	30.00	0.00	30.00	91.80	0.00	91.80
<b>Total for Milk</b>					<b>30.00</b>	<b>0.00</b>	<b>30.00</b>	<b>\$91.80</b>	<b>\$0.00</b>	<b>\$91.80</b>
<b>TOTAL</b>					<b>41.00</b>	<b>0.00</b>	<b>41.00</b>	<b>\$142.80</b>	<b>\$0.00</b>	<b>\$142.80</b>

Friday, October 4, 2019 03:34 PM GMT+01:00

## 6. Budgets

Help you prepare a budget. Success requires planning. Nearly 50% of new businesses fail within five years. Use the QuickBooks Online budget feature to estimate future income and expense so that over time you can compare it against actual performance.

QuickBooks Online budgets are based on the financial year that is set up in **Company Settings**. You can only create budgets one year at a time. One year in the past and 6 in the future, and no limit on budgets you require to forecast. QuickBooks Online allows you to create and manage multiple budgets.

Access **Budgeting** from the gear icon then select an existing budget or click **Add Budget**. New budgets in QuickBooks Online can be created from historical information, from scratch or copied from another budget. Budgets are categorised based on income and expense accounts and can be further categorised into customers, classes or locations.

Amounts are entered and edited one line at a time. Enter annual or quarterly amounts and calculate a monthly average or enter monthly amounts with an option to copy it across the remainder of a row. Amounts are automatically rounded to the nearest dollar. All budget reports show in whole numbers.

The budget grid defaults to show rows as accounts and columns as months. Check and uncheck Show Blank Rows to show or hide blank rows. If the budget is subdivided, you can change the Show Rows as drop-down field to your other criteria (Class, Location, Customer) as long as there are fewer than 200 active records for those criteria.

## Budget vs. Actuals

Budgets may be set up for different purposes

- to forecast future profitability of the business,
- track expected performance of a department or
- compare the estimate on a job to the actual performance

Having a plan improves a company's chance of success by putting them in control of the direction of the business and giving them the tools to measure the progress.

There are two types of budget reports:

- Budget Overview - This report shows a summary of budgeted amounts for a specific budget
- Budget vs. Actuals - This report shows a summary of budgeted amounts versus actual amounts and their variances and variance percentages

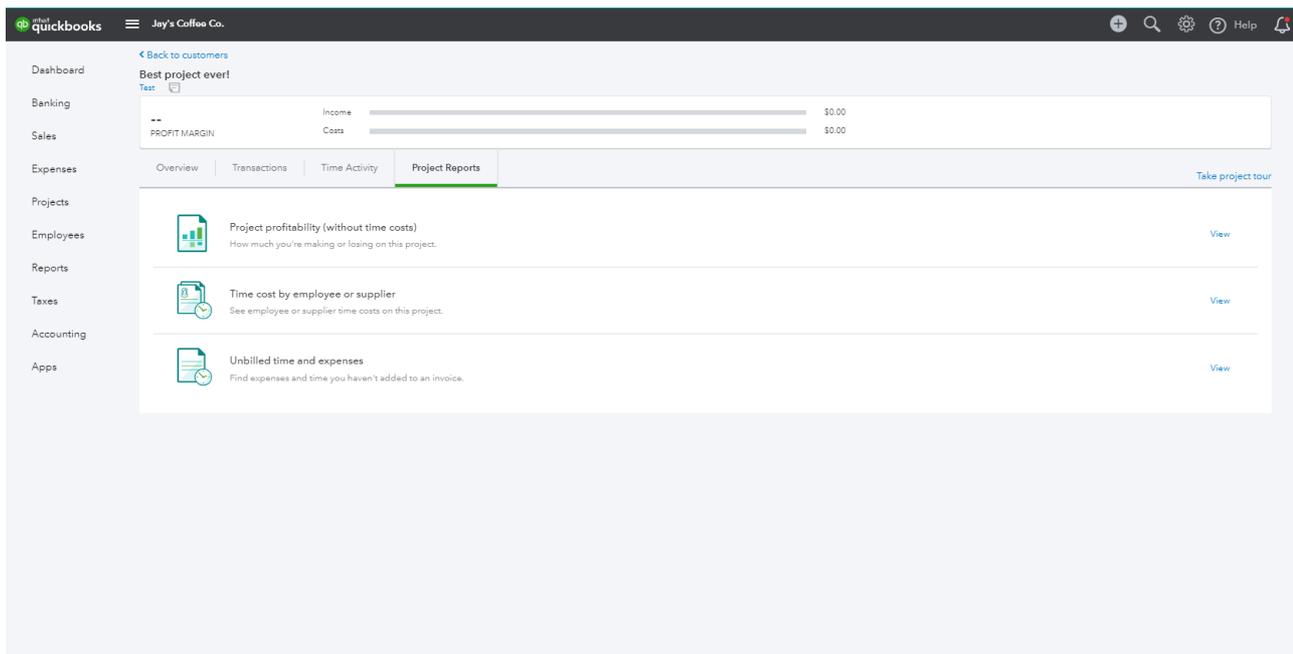
## Set up Budget Report

1. Select Reports > All Reports.
2. Select Business Overview.
3. Click to select Budget Overview Report or Budget vs. Actuals Report
4. If it doesn't pop up automatically, click under General > Budget and select or change which budget to view (if you have more than one), the report dates, accrual/cash basis, filter for customer, class, location or specify columns shown.
5. When finished customising, click the Run Report button.

**Note:** Companies can use budgets to help review job-costing by measuring customer estimates against actual job costs. This can be done in QuickBooks Online using budgets. Since QuickBooks Online allows you to create multiple budgets, you can create a budget for each job. Create each budget from scratch, subdivided for a particular customer. Specify the customer job and enter the estimated income and cost details for the particular job. Then run a Budget vs. Actual, renamed Estimate vs. Actual, report. Customise it to filter for the specific customer job. Save this report to regularly monitor the progress of the work.

## 7. Projects

Projects help you organise all the pieces that make up a project, including transactions, time, and running reports so you always know how your project's doing. Quickly access your active projects, assign transactions to them, and get project-specific reports like Project Profitability, Unbilled Time and Expenses, Non-billable Time and the Transactions tab for sales related transactions.



### What is the advantage of the Project Centre?

Projects have three reports that are customised to track these cost centres. These can be accessed on the Overview Tab from within the project. These include;

- Project profitability
- non-billable time
- unbilled time

Because these reports are accessible right from the project centre, no special customisation are needed and you don't even need to leave the Project Centre to see them - meaning;

- Your Projects will be centralised.
- You can add transactions for your Project directly from the Project Centre: Invoices, Invoice Payments, Expenses, Quotes, and Timesheets.
- You can add transactions with the + (Global create) button as well as for other transactions, such as Bills, Cheques, Journal Entries, etc.
- You can add notes for your Project such as start, completion, etc.
- You can update the progress of your Project from In Progress to Completed or Cancelled.

Once you have started creating transactions you will then be able to view these on the Transactions Tab from within the project

**How are Projects different from sub-customers or classes?**

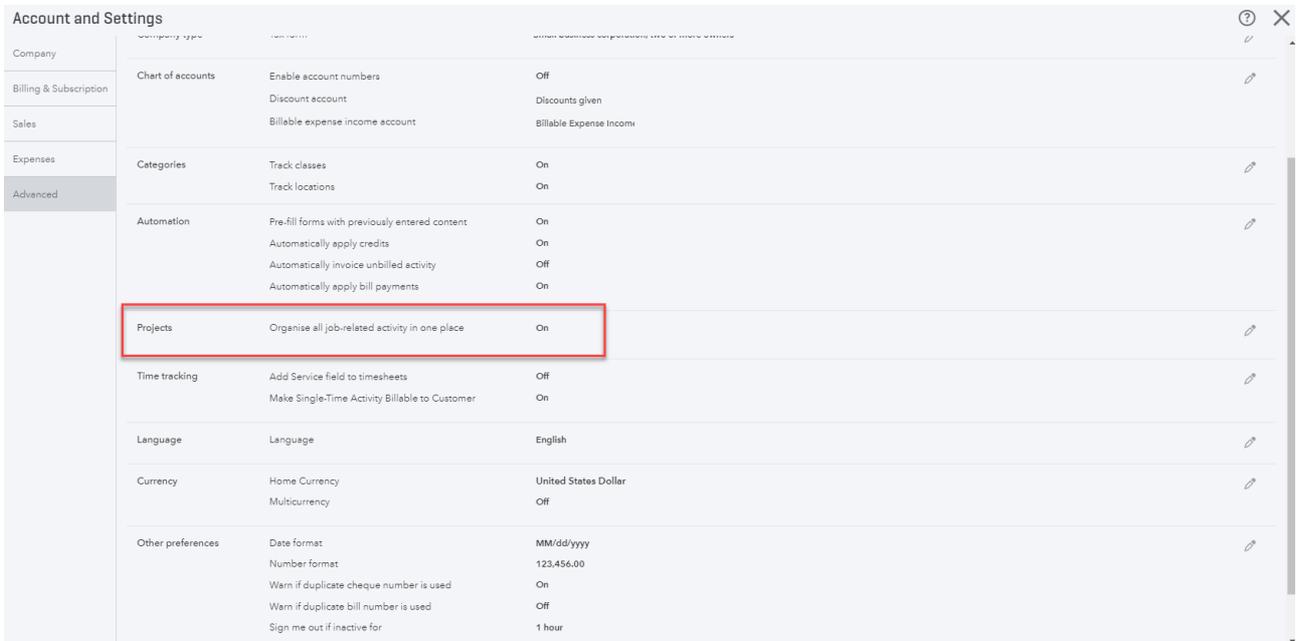
Projects are similar to sub-customers and classes, but the advantage is multiple reports for each Project are grouped together.

You may have a sub-customer, which is not a Project, but only Projects will show in the Project Centre.

## Turn on Projects in Settings

Projects can be turned on from within QuickBooks Labs, to turn this on;

1. click the **Gear Icon**
2. select **Company Settings**
3. Select the **Advanced Tab**



4. Select **Projects** and select the tick box to turn Projects on
5. click **Save**

## Create and track your projects

Set up your first project

1. Select **Projects** from the menu.
2. Select **Add your first project**.
3. Name the project, and select or add a customer.
4. You can add a note now or later, and then **Save**.
5. You'll see your new project card. Go ahead and select it.
6. Let's add an invoice to your project.
  - a. Go to **Add to project**, and select **Invoice**.
  - b. The Project name will pre-fill, so just enter your invoice as usual, and then **Save**.
7. It's easy to add other transactions to your project.
  - a. Go to **Add to project** and choose an **Expense** (Or Invoice, Receive Payment, Estimate, or Time or Purchase Order).
  - b. Enter the vendor/supplier's name, fill in the details, and also include the Project name just to the right of the line amount. (You can add multiple projects on multiple lines.)
  - c. Select **Save**.

## Add a transaction to a project outside of Projects

1. Open global create (+), and choose **Invoice** (or any other transaction).
2. Pick the project from the Customer/Projects drop-down or fill in the project.
3. Add your info as usual.
4. Remember to **Save**.

### Run Project-specific reports

1. Select the project.
2. Click any of the reports (Project Profitability, Non-billable Time or Unbilled time and expenses).

**Note:** *The more transactions you assign to your project, the more insights you'll see in the reports.*

## Move existing transactions into Projects

If you are using sub-customers, you can merge the transactions into your project by changing the name of the sub-customer to be the same as the project. Here's how:

1. Set up the project under the same parent customer as the sub-customer. It must be named differently than the sub-Customer.
2. Go back to Customers and choose the sub-customer.
3. Edit the name of the sub-customer to the project name and say **Yes** to merge.
4. All the transactions for that sub-customer will now be in the project!

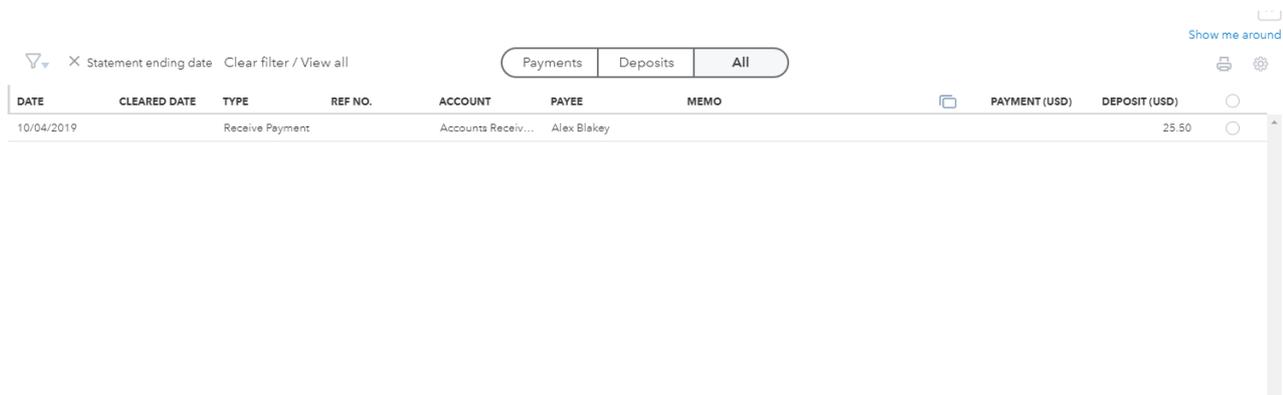
## 8. Bank Reconciliation

Once all of the banking online feeds have been processed, the bank reconciliation is almost completed.

1. Select **Accounting** from the left hand menu and then the **Reconcile** tab
2. In the Reconcile window, choose the bank account you are reconciling from the dropdown box and click on **Start Reconciling**.
3. Enter your **Statement Ending date** and **Ending Balance** from your bank statement and click OK.
4. The Reconcile window all bank feeds previously Matched and Added are automatically ticked off.

The image below shows all transactions processed via the bank feeds. If all transactions match the bank statement, then the reconciliation will show Difference 0.00.

All completed and reconciled - taking you no time at all!



The screenshot shows a transaction list with the following columns: DATE, CLEARED DATE, TYPE, REF NO., ACCOUNT, PAYEE, MEMO, PAYMENT (USD), and DEPOSIT (USD). A single transaction is visible:

DATE	CLEARED DATE	TYPE	REF NO.	ACCOUNT	PAYEE	MEMO	PAYMENT (USD)	DEPOSIT (USD)
10/04/2019		Receive Payment		Accounts Receiv...	Alex Blakey		25.50	

Click on the **Finish Now** button. This will take you back into the Reconcile window which will summarise the bank account last reconciled date and ending balance.

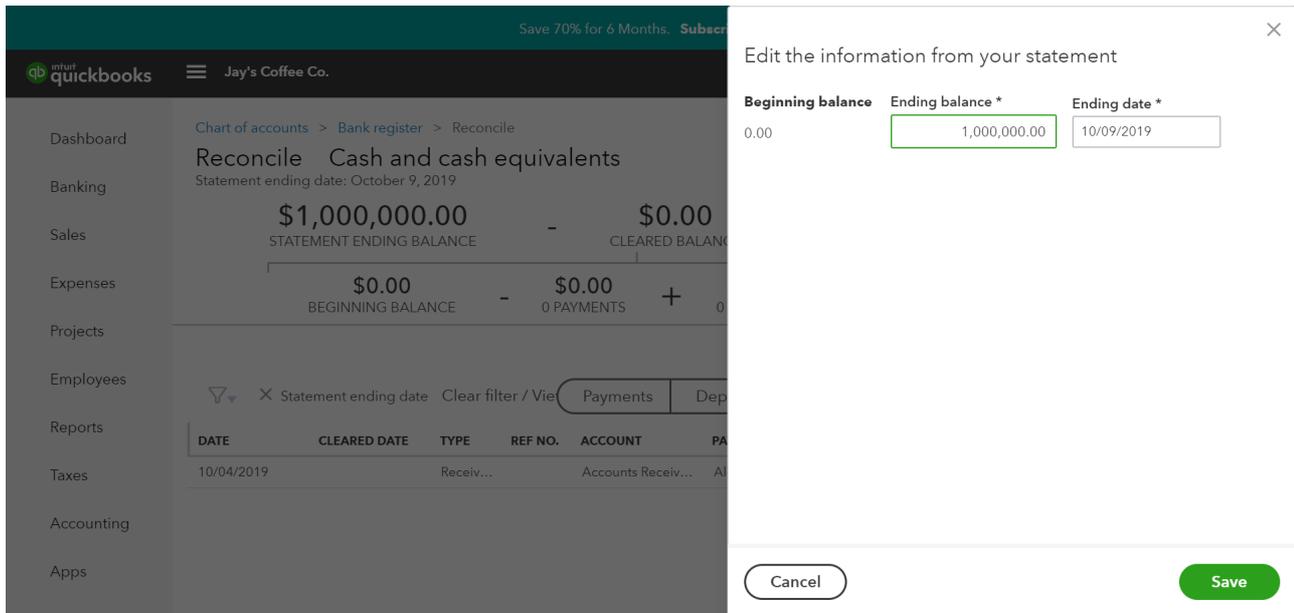
## Banking Reconciliation Tools

QuickBooks Online bank reconciliation tools allow the you to reconcile accounts, correct mistakes and resolve discrepancies all from the one area. Any Balance Sheet account (except retained earnings) may be reconciled using the same process.

To process a reconciliation;

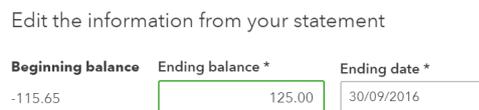
From the **Accounting** option on the left hand navigation menu, click the **Reconcile** tab

Click the **Edit info** button ion the top right hand side of the screen

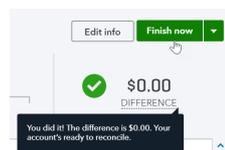


**Note:** Imported transactions via CSV or Bank Feeds will automatically be ticked.

Ensure the **Beginning balance** is accurate, and that the **Ending balance** and **Ending date** are correct



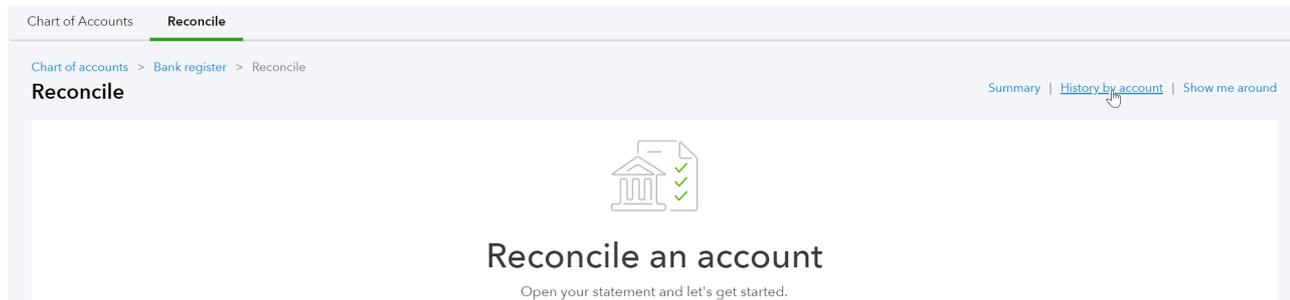
Check transactions and tick or untick as required. Once you have matched the reconciled balance, you **Difference** value will show a big green tick.



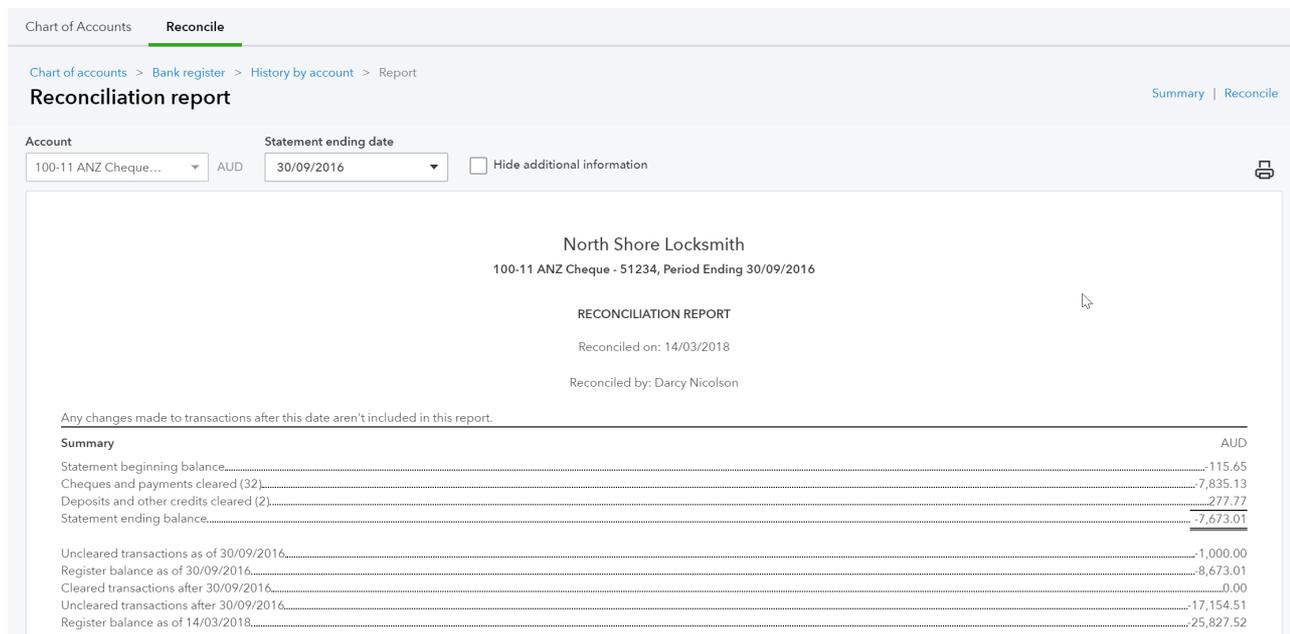
## Reconciliation Reports

To view a report of the reconciliation;

1. In the **Reconcile** tab, click **History by account**



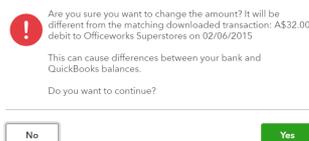
2. Select the report to view and click **View Report**



To review a reconciled transaction scroll down to the transaction and click the amount.

30/05/2015	Expense	Officeworks	-671.00
31/05/2015	Expense	Officeworks	-38.98
01/06/2015	Expense	Officeworks	-24.68
<a href="#">02/06/2015</a>	<a href="#">Expense</a>	<a href="#">Officeworks</a>	<a href="#">-32.00</a>
05/03/2016	Expense	Amazon Office supplies	-35.10
05/03/2016	Expense	Amazon Office supplies	-35.10
09/03/2016	Expense	Amazon Office supplies	-20.50

If you choose to change a transaction that has been reconciled, a warning will appear.



**Note:** If a transaction has been deleted, it cannot be restored. If a transaction has been amended, then the transaction can be edited back to the way it was at the time of reconciliation.

## Auto Adjustment

If you force a bank reconciliation QuickBooks Online will enter an adjustment entry to allow the bank reconciliation to reconcile to zero. QuickBooks Online will show the below screen which explains that an Auto adjustment entry will be created.

**Note:** Amount "forced" is seen in the Auto Adjustment column

Reconciliation Discrepancies are found entered as 'Other Expenses' in the Profit & Loss Report.

Filters: Distribution Account X

Sort ▾ Add notes Edit header
✉ 🖨️ 📄 ⚙️

### North Shore Locksmith

TRANSACTION REPORT  
1 July, 2016 - 17 March, 2017

DATE	TRANSACTION TYPE	NO.	NAME	MEMO/DESCRIPTION	ACCOUNT	SPLIT	AMOUNT	BALANCE
▼ Reconciliation Discrepancies								
17/08/2016	Deposit	ADJ		Reconciliation Discrepa...	Westpac Cheque - 28...		-12,415.00	-12,415.00
<b>Total for Reconciliation Discrepancies</b>							AS -12,415.00	
<b>TOTAL</b>							AS -12,415.00	

Accruals basis Friday, 17 March 2017 12:26 AM GMT+11:00

Click on "**Reconciliation Discrepancies - 1,434.00**" to view the Transaction Report from the Profit and Loss report and make any necessary changes or return to the Reconciliation screen to Undo the incorrect reconciliation.

*Note:* If a Bank Reconciliation was completed incorrectly or an error is found after the reconciliation, an invited ProAdvisor can choose to "**Undo**" one or more reconciled statements. Talk to your ProAdvisor or see the section on **To find an expert in QuickBooks Online** to get help with this.

# 9. Managing GST

## QuickBooks Online Helps You to Manage Your GST.

The screenshot shows the 'Tax' dashboard in QuickBooks Online. At the top, it displays a summary for the period 10/01/2019 - 12/31/2019. The total amount due is \$0.14. Below this, it breaks down the amounts: \$39.38 collected on sales, \$39.24 paid on purchases, and \$0.00 in adjustments. A 'Great work.' message indicates the user is current on their returns and payments. There are buttons for 'Edit GST' and 'Add tax'. Below the summary, there are tabs for 'Returns' and 'Payments', and a 'View reports' button. A table lists the returns, categorized into 'Next return to file' and 'Filed returns'.

START DATE	END DATE	FILE DATE	AMOUNT DUE	PAYMENTS	BALANCE	STATUS	ACTION
<b>Next return to file</b>							
10/01/2019	12/31/2019		\$0.14	\$0.00	\$0.14	Open	<a href="#">Prepare return</a>
<b>Filed returns</b>							
07/01/2019	09/30/2019	10/10/2019	\$0.00	\$0.00	\$0.00	Filed and paid ✓	<a href="#">View summary</a>
04/01/2019	06/30/2019	10/10/2019	\$0.00	\$0.00	\$0.00	Filed and paid ✓	<a href="#">View summary</a>

All transactions with GST recorded in QuickBooks Online is tracked and summarised for you in the dashboard. This provides a quick snapshot of the amount owing to your Taxation Office for the period.

GST Rates are the default codes that QuickBooks Online uses in coding the correct GST code against your transaction.

Generally the process is;

**Prepare Return**

**Mark as filed**

**Make Payment**

## GST Reports Used to Review

When completing the GST click into the TAX Centre from the left hand side navigation bar. There are various reports to verify your GST figures against.

## Revision of GST

From the **Prepare GST** drop down menu, there are various reports to verify your GST figures against: **GST summary**, **GST details** and **exception details**

START DATE	END DATE	FILE DATE	AMOUNT DUE	PAYMENTS	BALANCE	STATUS	ACTION
<b>Next return to file</b>							
10/01/2019	12/31/2019		\$0.14	\$0.00	\$0.14	Open	Prepare return
<b>Filed returns</b>							
07/01/2019	09/30/2019	10/10/2019	\$0.00	\$0.00	\$0.00	Filed and paid	View summary
04/01/2019	06/30/2019	10/10/2019	\$0.00	\$0.00	\$0.00	Filed and paid	View summary

The GST summary option provides an overview of the current values to be reported.

Jay's Coffee Co.

**GST - TAX SUMMARY REPORT**  
October - December, 2019

	TOTAL
9 Total sales in period, before tax	1,969.00
10 Total taxable sales in period, before tax	1,969.00
1 Tax collected on sales	39.38
11 Adjustments to tax on sales	
12 SUBTOTAL OF TAX ON SALES	<b>\$39.38</b>
13 Total purchases in period, before tax	1,232.10
14 Total taxable purchases in period, before tax	1,962.10
2 Tax reclaimable on purchases	39.24
15 Adjustments to reclaimable tax on purchases	
16 SUBTOTAL OF TAX ON PURCHASES	<b>\$39.24</b>
17 BALANCE OWING FOR PERIOD	<b>\$0.14</b>
19 Other adjustments	
20 CURRENT BALANCE OWING FOR PERIOD	<b>\$0.14</b>
21 Tax due (or credit) from previous periods	
18 Tax payments made this period	
22 TOTAL AMOUNT DUE	<b>\$0.14</b>

Accrual basis Thursday, October 10, 2019 03:12 PM GMT+01:00

## Completing the GST

Click **Returns** from the left menu and select the **Prepare Return** link under the **Next return to file** section

START DATE	END DATE	FILE DATE	AMOUNT DUE	PAYMENTS	BALANCE	STATUS	ACTION
<b>Next return to file</b>							
10/01/2019	12/31/2019		\$0.14	\$0.00	\$0.14	Open	<a href="#">Prepare return</a>
<b>Filed returns</b>							
07/01/2019	09/30/2019	10/10/2019	\$0.00	\$0.00	\$0.00	Filed and paid <span>✓</span>	<a href="#">View summary</a>
04/01/2019	06/30/2019	10/10/2019	\$0.00	\$0.00	\$0.00	Filed and paid <span>✓</span>	<a href="#">View summary</a>

The **Prepare GST** window populates GST fields via the values recorded against the **Tax Codes** for the selected period. Some fields may be adjusted as needed during preparation as shown in the example here.

Total sales in period, before tax.....	9	\$1,969.00	
Total taxable sales in period, before tax.....	10	\$1,969.00	
Tax collected on sales.....	1	\$39.38	Adjust
Adjustments to tax on sales.....	11	\$0.00	Adjust
Subtotal of tax on sales.....	12	\$39.38	
Total purchases in period, before tax.....	13	\$1,232.10	
Total taxable purchases in period, before tax.....	14	\$1,962.10	
Tax reclaimable on purchases.....	2	\$39.24	Adjust
Adjustments to reclaimable tax on purchases.....	15	\$0.00	Adjust
Subtotal of tax on purchases.....	16	\$39.24	
Balance owing for period.....	17	\$0.14	
Other adjustments.....	19	\$0.00	Adjust
Current balance owing for period.....	20	\$0.14	
Tax due (or credit) from previous periods.....	21	\$0.00	
Tax payments made this period.....	18	\$0.00	
Total amount due.....	22	\$0.14	

Prepare GST Agency return

Quarterly | 10/01/2019 | 12/31/2019 | 10/10/2019

Total sales in period, before tax.....	9	\$1,969.00	
Total taxable sales in period, before tax.....	10	\$1,969.00	
Tax collected on sales.....	1	\$39.38	Adjust
Adjustments to tax on sales.....	11	\$0.00	Adjust
Subtotal of tax on sales.....	12	\$39.38	
Total purchases in period, before tax.....	13	\$1,232.10	
Total taxable purchases in period, before tax.....	14	\$1,962.10	
Tax reclaimable on purchases.....	2	\$39.24	Adjust
Adjustments to reclaimable tax on purchases.....	15	\$0.00	Adjust
Subtotal of tax on purchases.....	16	\$39.24	
Balance owing for period.....	17	\$0.14	

**Adjust GST Agency**

Adjustment date: 12/31/2019

Tax rate \*: GST (Purchases) (2%)

Tax line: 2

Sales tax account: GST Payable

Adjustment account: Cash and cash equiva

Adjustment amount \*: 0.00

Memo:

[How does QuickBooks track an adjustment?](#)

Click **Mark as Filed** to complete the GST period, - QuickBooks online takes a snapshot of the GST returns for the period and automatically generates a journal.

## GST Exception Detail

QuickBooks Online allows you to make changes to previously lodged GST periods. The changes will be tracked for you in the **GST Exception details** report. The changes will automatically be added as an adjustment in the next GST reporting period in the **Prepare GST** window.

Once completed and you have verified all your GST postings are correct and have run of these reports, you can go ahead and **Print/Export** to then give to your Tax agency.

Filing period  
Quarterly

Start date  
10/01/2019

End date  
12/31/2019

Filing date  
10/10/2019

TAX DUE

# \$0.14

[How to file a return](#)

### GST Report

GST

Jay's Coffee Co. (Account # 123456)  
10/01/2019 - 12/31/2019

Accrual basis  
Filing date: 10/10/2019

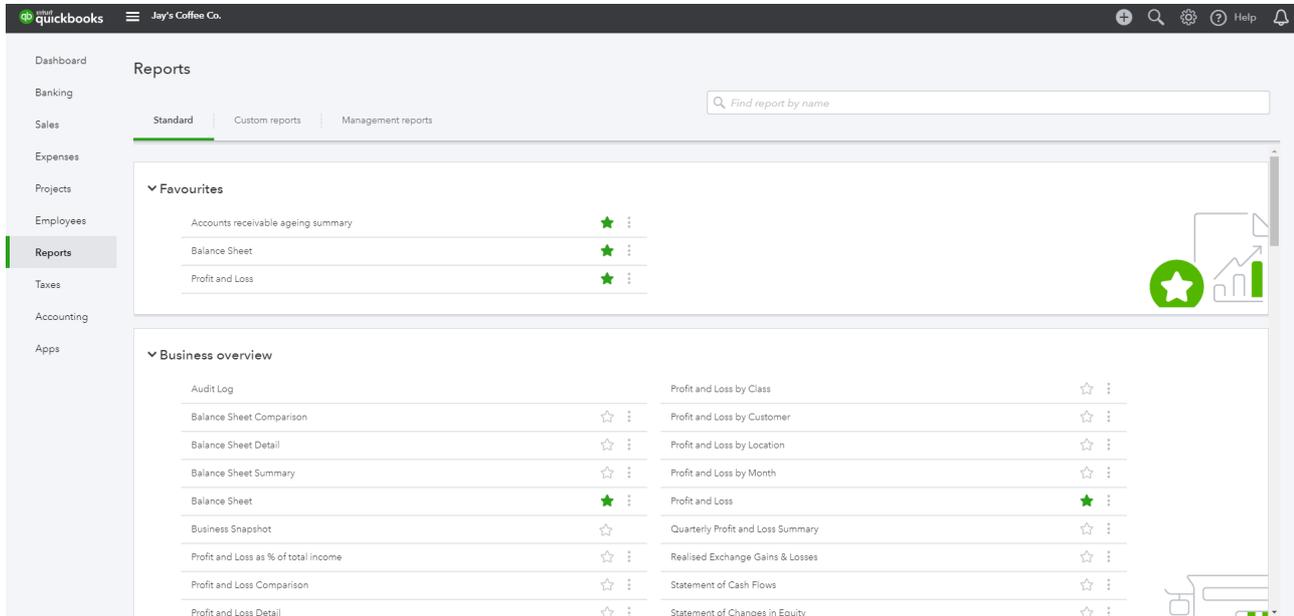
Total sales in period, before tax.....	9	\$1,969.00	
Total taxable sales in period, before tax.....	10	\$1,969.00	
Tax collected on sales.....	1	\$39.38	Adjust
Adjustments to tax on sales.....	11	\$0.00	Adjust
Subtotal of tax on sales.....	12	\$39.38	
Total purchases in period, before tax.....	13	\$1,232.10	
Total taxable purchases in period, before tax.....	14	\$1,962.10	
Tax reclaimable on purchases.....	2	\$39.24	Adjust
Adjustments to reclaimable tax on purchases.....	15	\$0.00	Adjust
Subtotal of tax on purchases.....	16	\$39.24	
Balance owing for period.....	17	\$0.14	
Other adjustments.....	19	\$0.00	Adjust
Current balance owing for period.....	20	\$0.14	
Tax due (or credit) from previous periods.....	21	\$0.00	
Tax payments made this period.....	18	\$0.00	

Print | Export

Mark as filed

# 10. Running Reports

To access Reports, click on **Reports** in the left hand menu. Each report can be Run immediately by clicking on the link. To search for a particular report, type any part of the report name in the Search field.

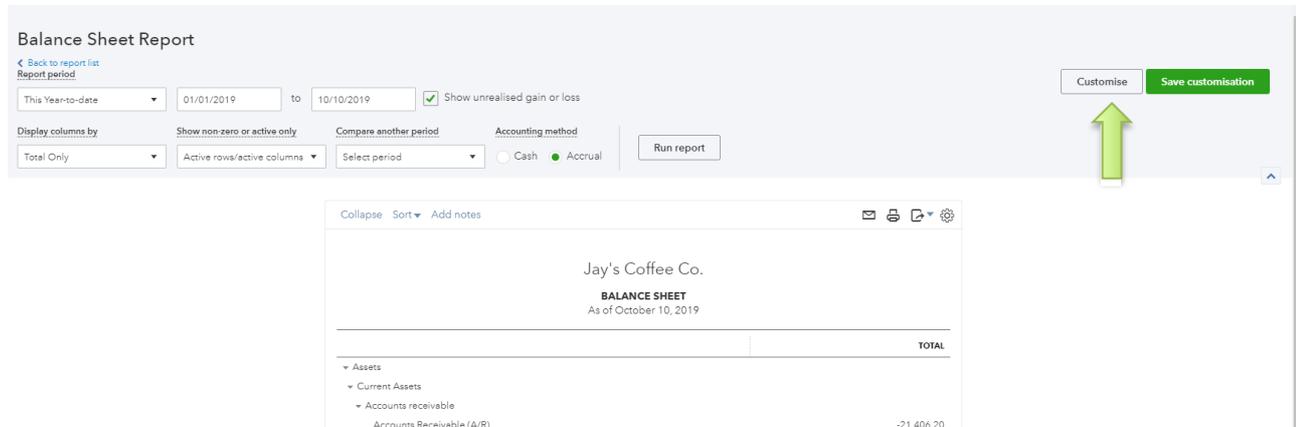


## Profit & Loss / Balance Sheet

The two most frequently produced reports are the Profit & Loss and Balance Sheet. They are found at the top of the Recommended and All Reports sections of the Report Centre. For reports used frequently, click the star icon to add to the **Favourites** area.

## Customising Reports

A report can be customised, even when it is already on the screen, by selecting **Customise** in the top left corner of the report.



Depending on the specific report, a number of areas are available to customise. These are grouped into key areas including: general, rows/columns, lists/numbers, and header/footer.

For example, the balance sheet customisation has the following options;

**Customise report**

▼ **General**

**Report period**  
 This Year-to-date ▼ 01/01/2019 to 10/10/2019

**Accounting method**  
 Cash  Accrual

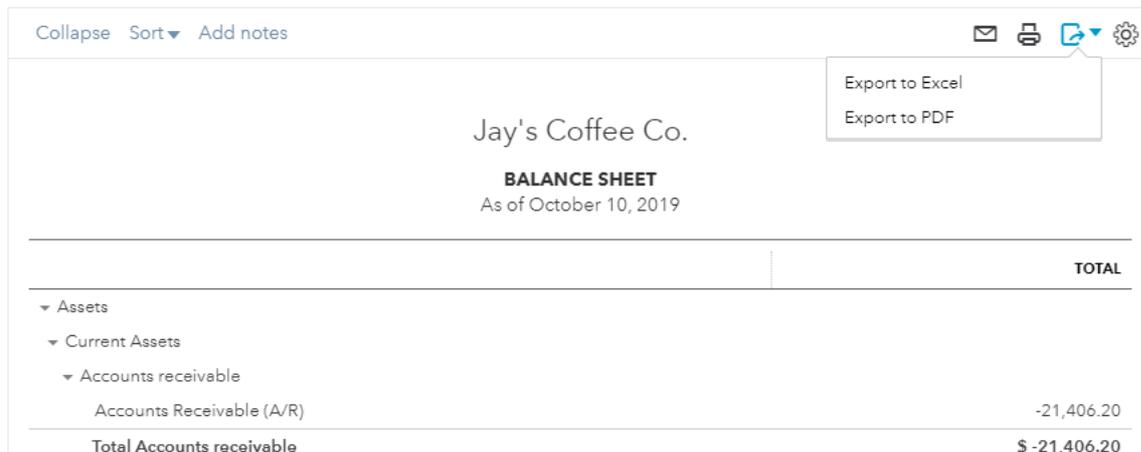
**Number format**      **Negative numbers**  
 Divide by 1000      -100 ▼  
 Without cents       Show in red  
 Except zero amount

**Unrealised gain or loss**  
 Show unrealised gain or loss

▶ Rows/Columns  
 ▶ Filter  
 ▶ Header/Footer

After customising a specific report, select Run Report to display it with your changes.

Reports can be displayed on screen, printed, emailed and exported to Excel.



Jay's Coffee Co.	
<b>BALANCE SHEET</b>	
As of October 10, 2019	
	TOTAL
▼ Assets	
▼ Current Assets	
▼ Accounts receivable	
Accounts Receivable (A/R)	-21,406.20
<b>Total Accounts receivable</b>	<b>\$ -21,406.20</b>

Selecting the envelope icon will send the report to the recipients specified, with a subject line and a note. The report will appear both as an attachment and in the body of the email.

Exporting reports to Excel allows reports to be modified. Reports are exported with formulas.

Customised report can be saved by selecting **Save customisation** at the top of the report. The report will be saved in the **My Custom Reports** section of the Report centre, making it easy to access in the future.

## Report Groups

If you have a list of reports that you often run together, you can create a Report Group that quickly allows you to run these as a set.

To create a Report Group;

1. Select a report from the **Reports** menu and scroll up to see customisation options.
2. Click the **Save Customisation** button
3. Click the **Add new group** link.

4. Give the group a new name in the **New group name** field and click the **Add** Button
5. Click **Save**.

To add further reports to a group;

1. Select a report from the **Reports** menu and scroll up to see customisation options.
2. Click the **Save Customisation** button
3. Click the drop down list from the **Add this report to a group** option

4. Select the required group and click **Save**.

To view the Report groups click on the Custom Reports tab from the Reports dashboard. The **Edit** menu will allow you to export these reports in .pdf or Excel formats, or delete the group.

Reports

Enter report name

All **Custom Reports** Management Reports

NAME	CREATED	DATE RANGE	EMAIL	ACTION
> New Report Group			Unscheduled	Edit
Balance Sheet	Darcy Nicolson	This Financial Year-to-date		Export As PDF Export As Excel Delete
Balance Sheet Comparison	Darcy Nicolson	This Financial Year-to-date		
> Profit Compared to Last Year			Unscheduled	Edit
Profit and Loss	Darcy Nicolson	This Financial Year-to-date		Edit

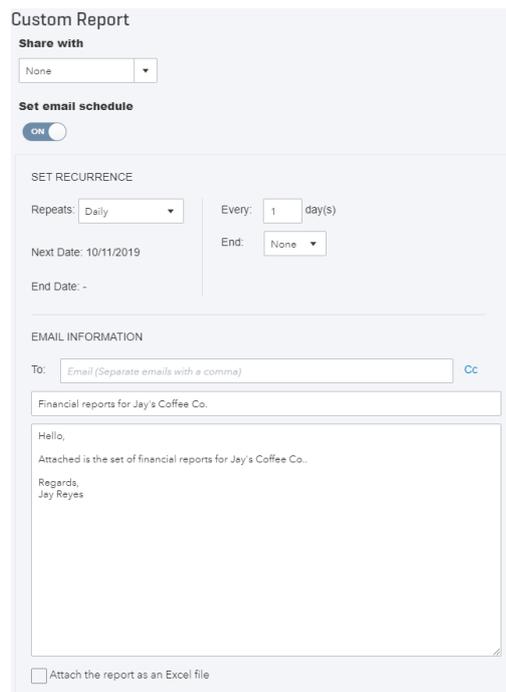
## Automated Reports

Using QuickBooks Online, you can have report groups automatically sent by email to yourself and others at regular times (e.g. 1st of the month).

Here, the recipients are specified, along with the subject line and the text of the email. The reports can be set to be attached as Excel files, and the schedule of the email of the reports can be set as well.

To automate the report group;

1. Navigate to the **Custom Reports** tab from the Reports dashboard
2. Click the **Edit** button next to a group



3. Click the Set Email Schedule to turn it on
4. Complete the required fields, and click **Attach the report as an Excel file**, if you would prefer a spreadsheet to a .pdf.
5. Click Save and Close.

You may need to click the **Reports** option from the left hand menu and return to **Custom Reports** to see the updated **Email** column. This will show the approximate frequency for the report schedule.

**Note:** The recipients do not have to be QuickBooks Online users and QuickBooks Online does not even have to be open on your screen for these reports to be sent on schedule.

# 11. Mobile Apps – Take the iPhone / iPad Tour

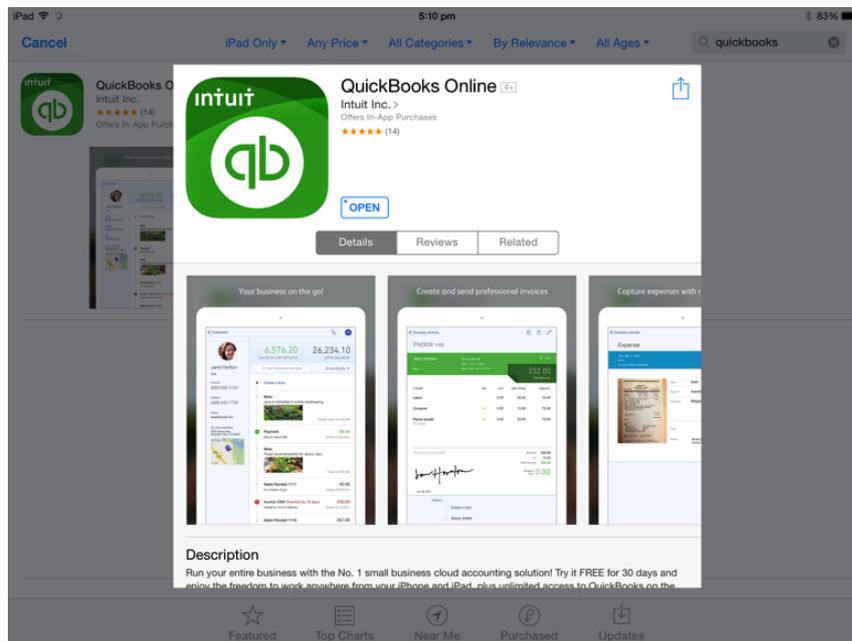
QuickBooks Online works with iPhone, iPad, and Android devices. Access your business information, customers or suppliers anywhere, anytime.

## Manage Your Business Anywhere

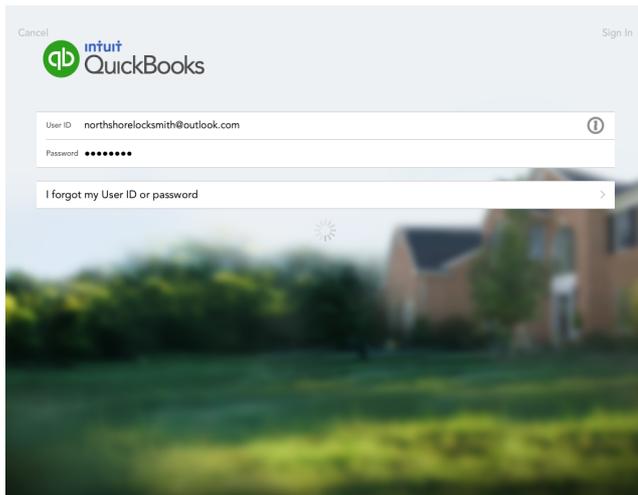
- Create and send professional invoices and quotes.
- Snap photos of your receipts and organise daily expenses as you go.
- Convert a quote to an invoice in seconds.
- Ability to add photos and notes to quotes, invoices, and sales receipts via ‘Create a note’.
- Ability to add photos and notes to customers and expense transactions.
- Receive overdue invoice notifications so you always know who owes you money.
- Track payments and record sales.
- Profit & Loss and Balance Sheet reports show how your business is performing.

## Download the QuickBooks Online Mobile App

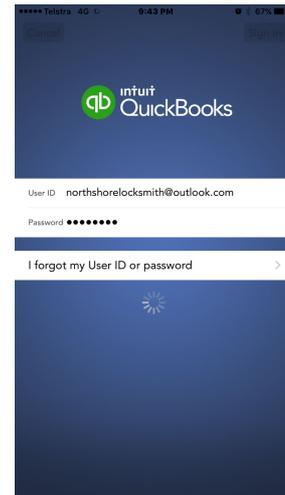
1. Download the free QuickBooks Online mobile app (specific to iPhone, iPad, or Android) from the iTunes store or Google Play. Then simply login using your QuickBooks Online username and password.



2. Use your QuickBooks Online login credentials to sign-in to the app



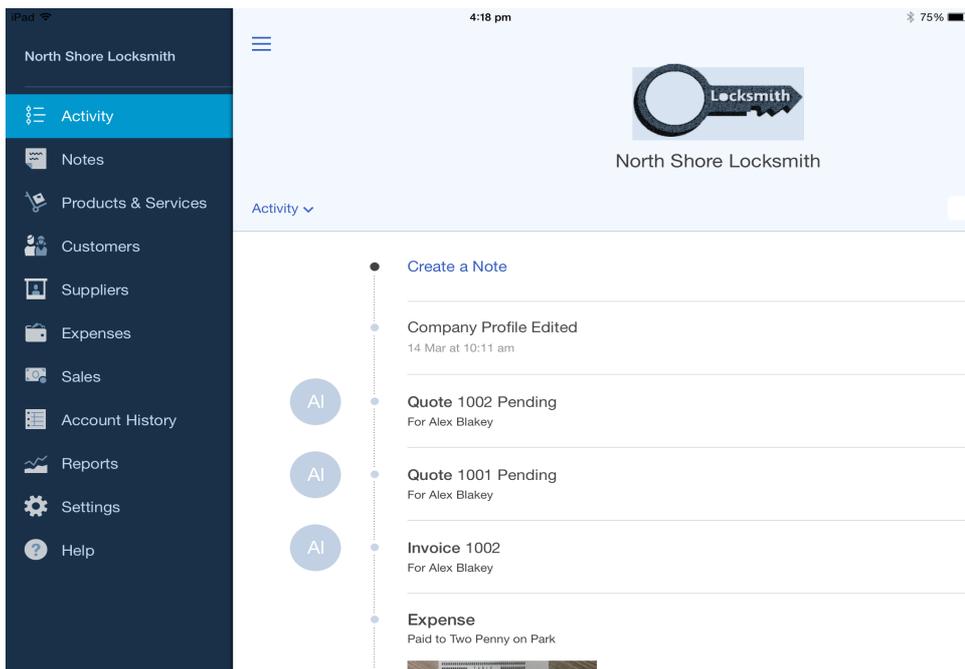
iPad login screen



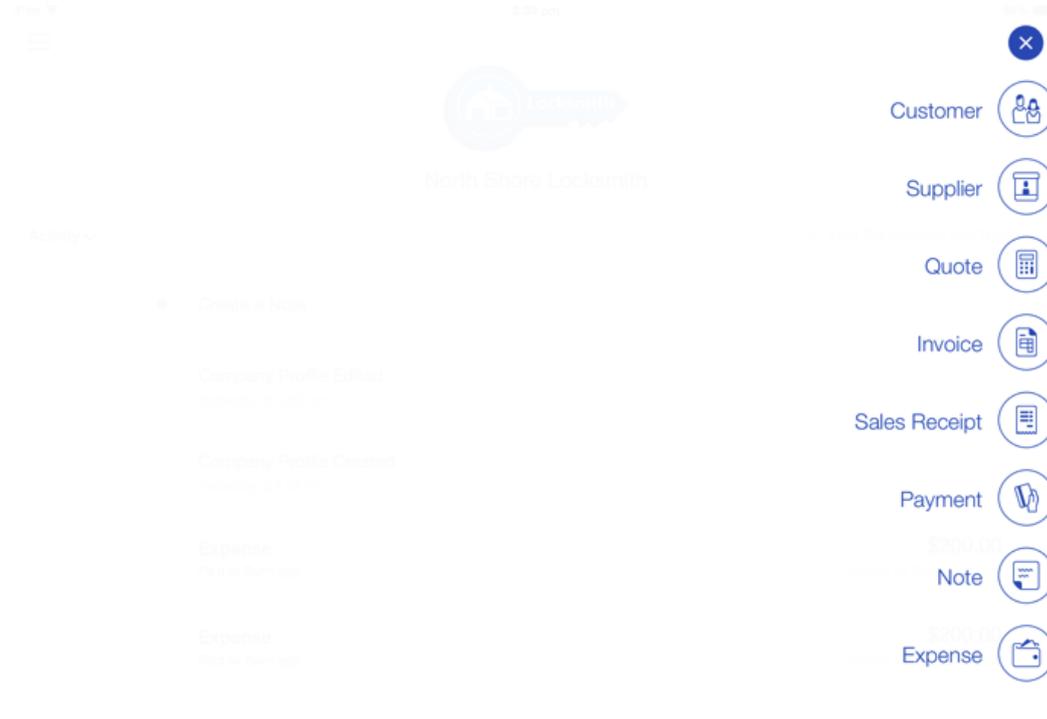
iPhone login screen

3. The navigation on the iPad app is similar to QuickBooks Online on the browser. There is a left and right hand side panel of options available by selecting the menu and plus buttons on the top left and right hand side of the screens respectively. For the iPhone the plus sign is at the bottom of the screen.

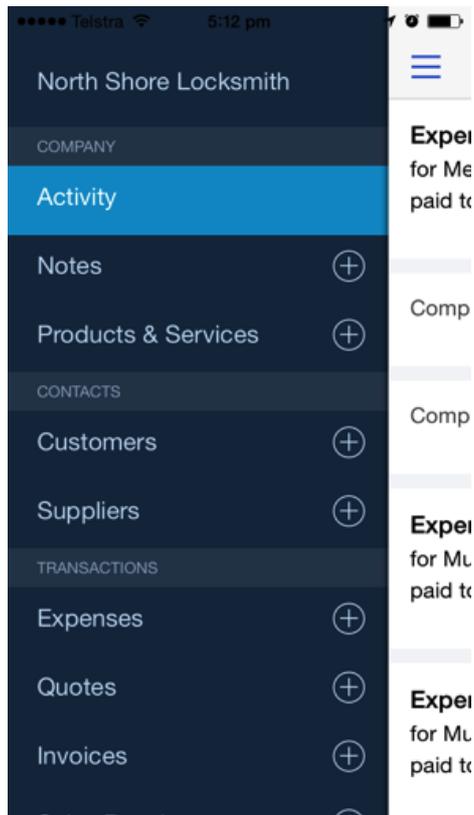
4. Left hand side panel on iPad:



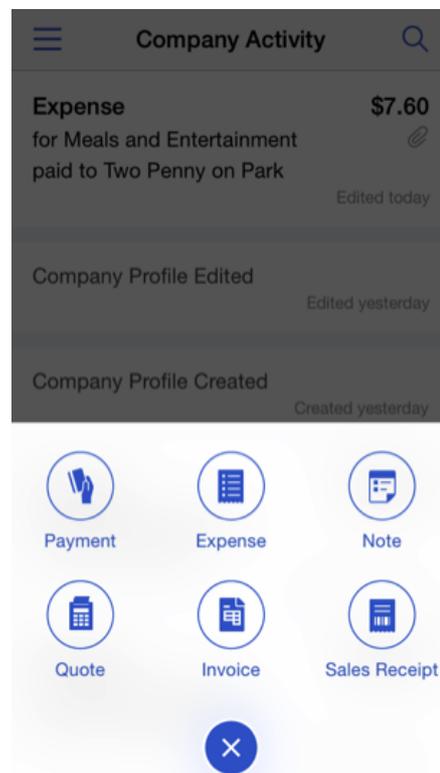
Right hand side panel on iPad:



Left hand side panel on iPhone

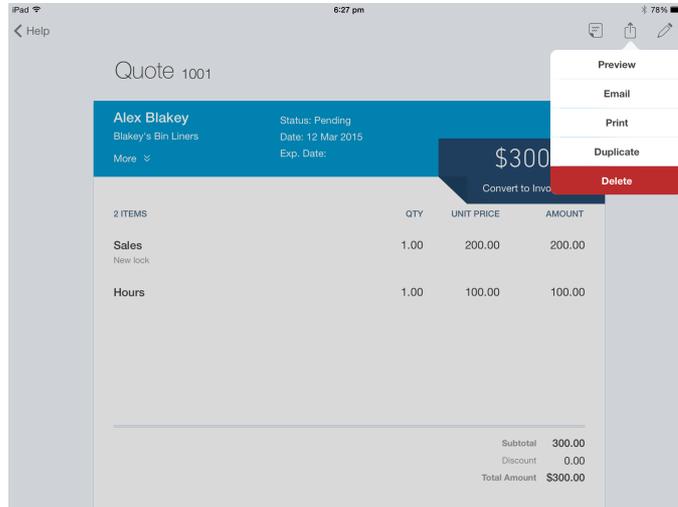


Right hand side panel on iPhone

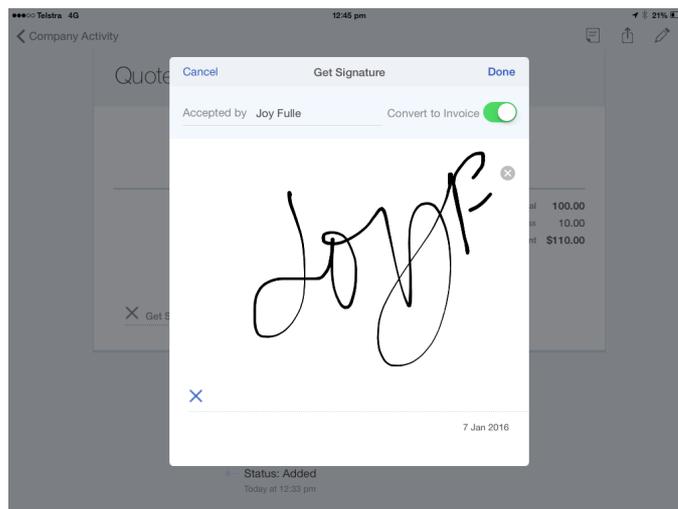


## Creating and Sending Quotes on an iPad/iPhone

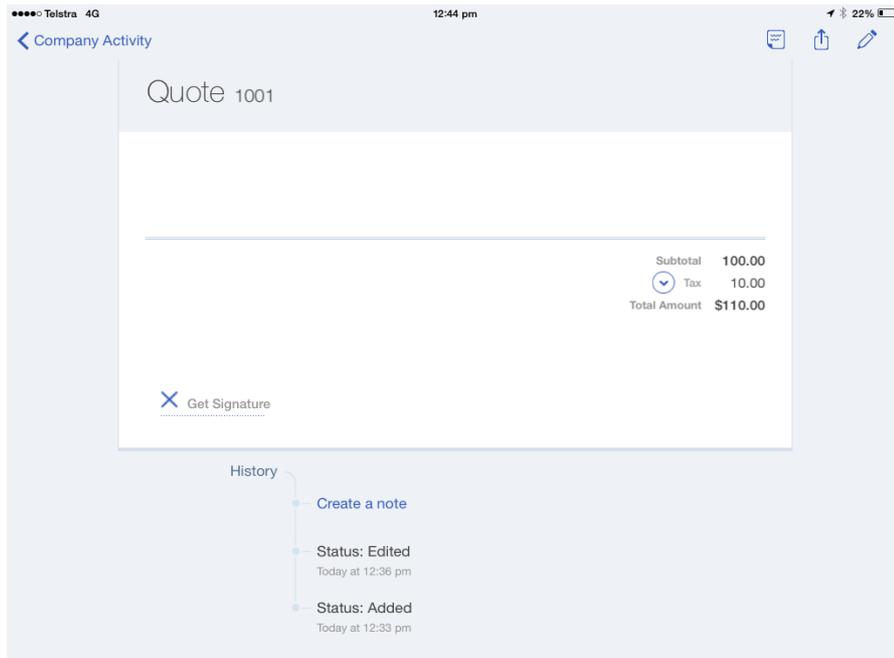
1. To create quotes on an iPad/iPhone tap the plus sign and select **quotes**.
2. Choose the customer, enter the relevant details for the quote and send the quote on the spot to your customer via email.



Once the Quote has been saved, the potential Customer can accept the quote by signing their Acceptance directly onto the screen of the tablet.



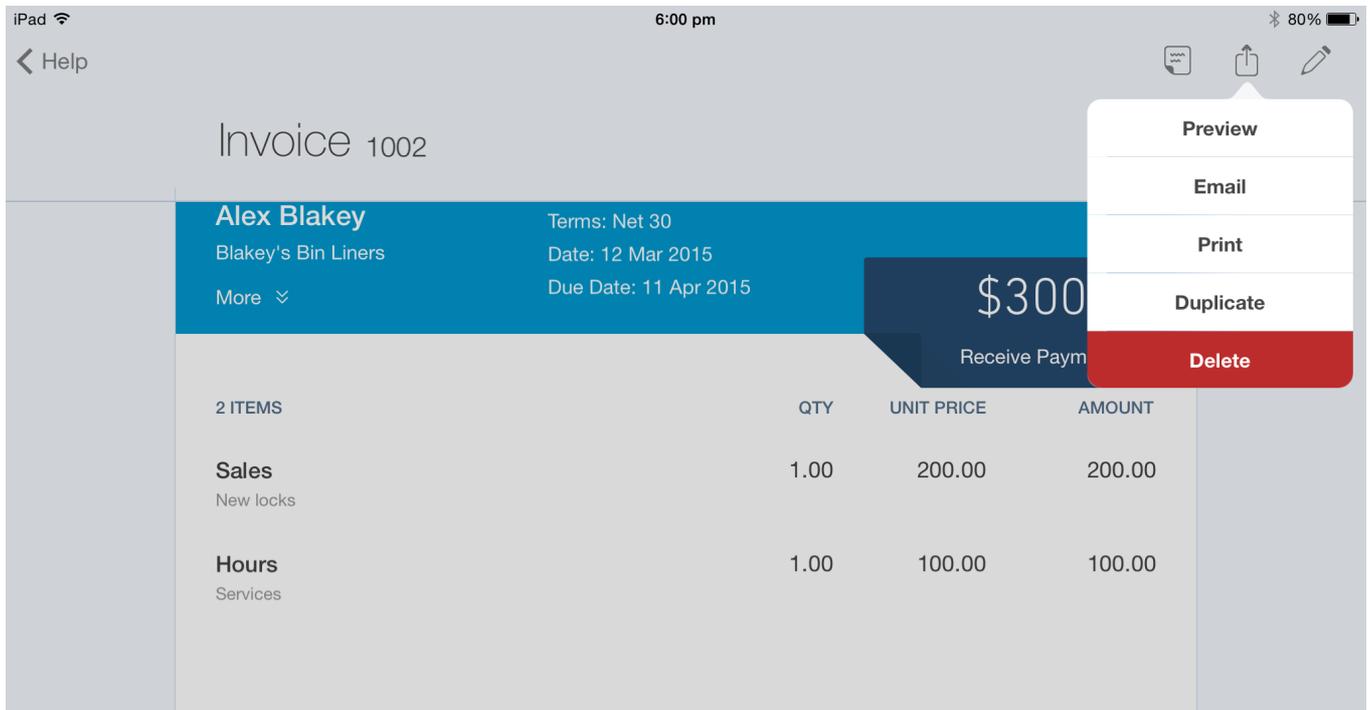
1. Click on 'Get Signature'



2. Hold the screen for the customer to use their finger or stylus to sign directly onto the screen

**Note:** At this point, the quote can also be converted to an invoice.

3. Click on **Done** to save the updated Quote and complete the Invoice conversion. The signature captured will be saved as an attachment to the Customer quote
4. Send the invoice directly to your customer via email

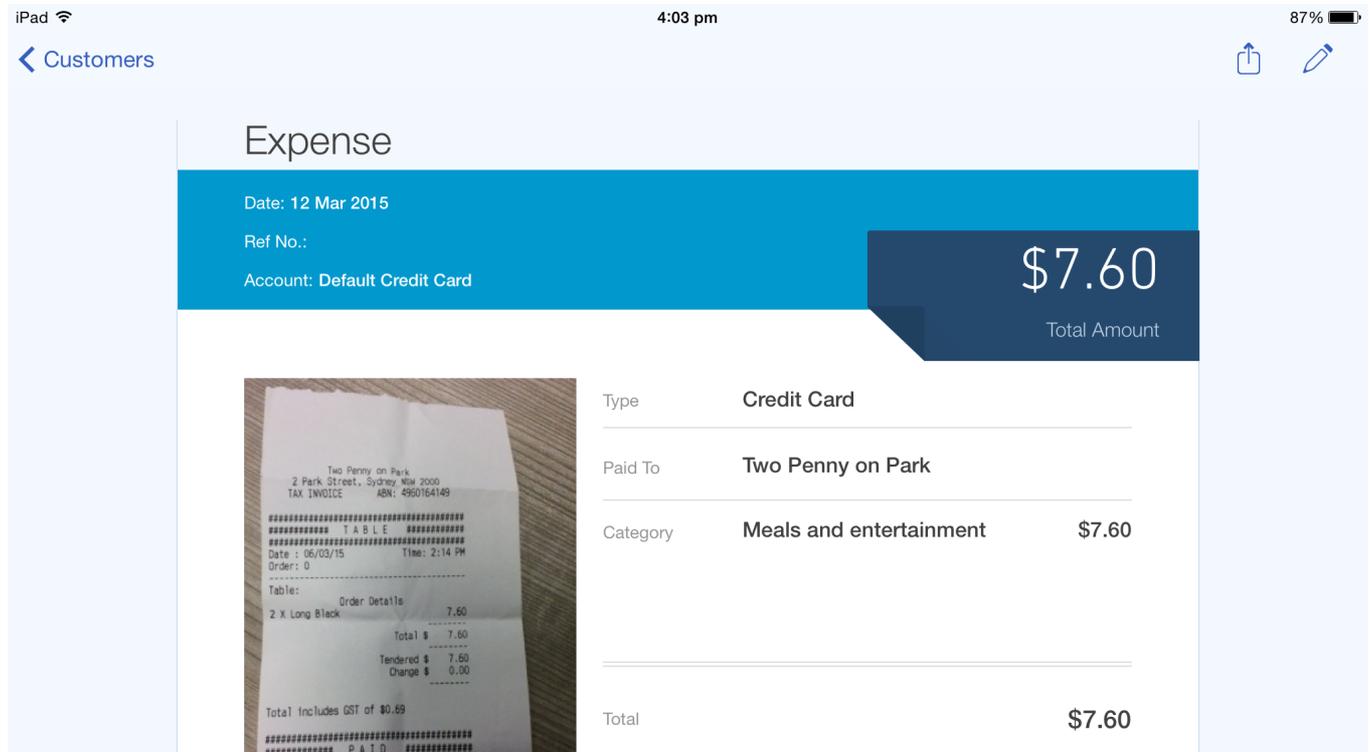


## Capturing Expenses on an iPad/iPhone

To create an expense on an iPad/iPhone tap the plus sign and select expense

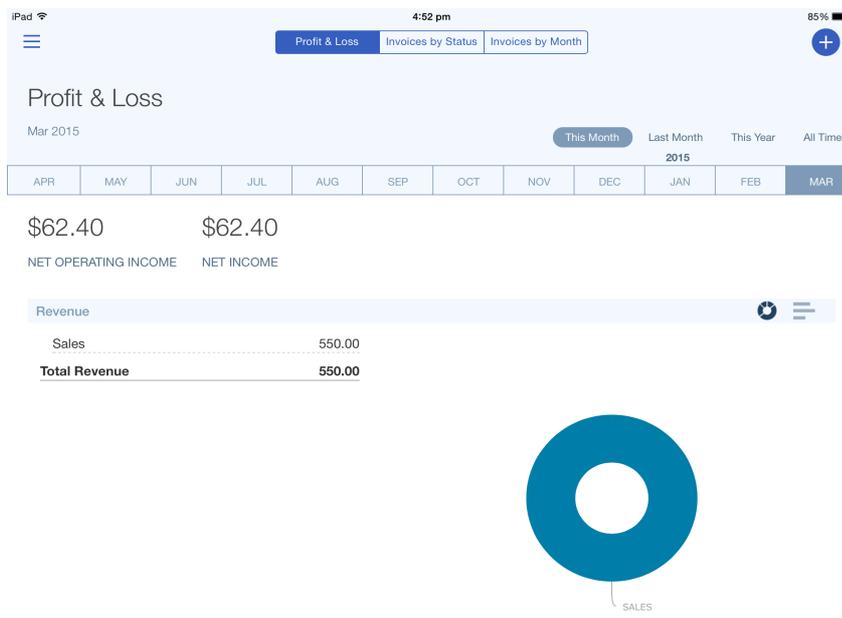
A photo of any hard copies of an invoice can be taken via the app and automatically attached to the expense.

Enter the relevant details for the expense and save



## Run reports on an iPad/iPhone

Keep a finger on the pulse of your business with running reports from your iPhone/iPad. Select reports option from your left hand side navigation menu to run the Profit and Loss report.

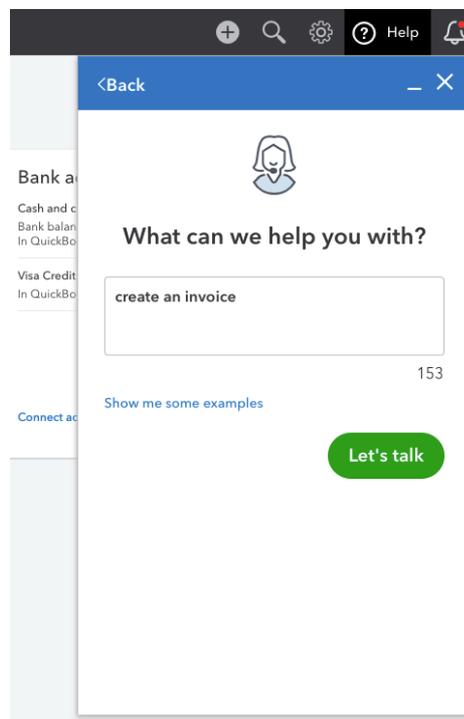


## 12. Help & Support

### In-product support

To access online help;

1. Select the **? Help icon** in the top right corner of the QuickBooks Online screen.
2. Type in your question and click **Let's Talk** in the search box to get an answer.
3. If you cannot find the answer to your question, click on **Contact Us**.
4. Here, you can pose your question to the QuickBooks Community or send an email to our support team for further assistance.



## Customer Care email support

Our friendly care folks are here to help. Reach out for assistance with whatever QuickBooks questions you may have by sending an email detailing your issue. An agent will get back to you within one business day.

Go to <https://help.quickbooks.intuit.com/en/contact> and follow the prompts to send an email.

## QuickBooks Community: Online Support

The Global QuickBooks Community is an online hub where our customers from global regions can get ask questions, get answers, and connect with one another. Check out the Community for help articles and more:

<https://quickbooks.intuit.com/learn-support/global-quickbooks-community/misc/03/community-global>

## Get connected socially

Keen to collaborate or stay up to date with Intuit news?

Join our community sharing groups or follow us at:



- Intuit QuickBooks



- Intuit QuickBooks (@QuickBooks)
- QuickBooks Cares (@QuickBooksCares)

# 13. Next Steps

## Providing Feedback

We love hearing your feedback on using QuickBooks Online in the top right corner of the QuickBooks Online screen.

